

## Gili Gender Studies

Halifax, NS  
(902) 156-9684, Gili1234@dal.ca

### SUMMARY OF SKILLS AND QUALIFICATIONS

- Inclusivity and Diversity: training and experience in inclusive customer service and group environments in regards to race, ethnicity, religion, gender identity, sexual orientation, (dis)ability, age, and class.
- Organizing and Planning: organized, promoted, and facilitated workshops and events, including collaborative events between multiple school and community organizations.
- Teamwork and Leadership: Worked as both a team leader and member, creating safe discussion spaces for challenging topics, and planning with in teams with diverse goals, backgrounds, and skills.
- Media Skills: Proficiency in Microsoft Word, Publisher, and PowerPoint.

### EDUCATION

#### Bachelor of Arts, Gender and Women's Studies and History

Dalhousie University, Halifax, NS 2018-Present

- Multidisciplinary approach to problem solving and research: Inter-related classes taken in History, Literature, Health Promotion, Languages, Music, Political Science and Sociology

### RELEVANT EXPERIENCE

#### Women and LGBTQ Advocacy Committee, Office Staff 2018-2020

South House Sexual and Gender Resource Centre, Halifax, NS

- Held office hours directing visitors to various resources on and off campus
- Created informational media for the Dalhousie Student Union elections to improve inclusivity on campus
- Worked with student leadership to develop inclusive policies within the student union

- Organized and co-facilitated workshops on running for student government.

GILI GENDER – STUDIES

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#### Hype Team Member

2017-2018

Get REAL Dal, Halifax, NS

- Coordinated the Get Colorful Event, a community art project that encourages everyone to come together to create a visual art piece
- Facilitated round-tables with a diverse group of students
- Took the lead on campus with general campus engagement, running inclusivity campaigns, events and booths

#### Co-Chair, Gender and Sexuality Alliance (GSA)

2016-2017

Citadel High School, Halifax, NS

- Organized school-wide educational events in conjunction with staff and other student groups
- Made referrals and recommendations for student and youth support resources
- Promoted events within the school, as well as across multiple schools in the municipality

### ADDITIONAL EXPERIENCE

#### Barista

Just Us Coffee Roasters Co-op, Halifax, NS

2016-2017

- Created a positive customer experience
- Prepared and served Coffee, Baked Goods, and Sandwiches
- Worked in a diverse employee environment that focuses on safe spaces and inclusion.

#### Treasurer

2018-2019

History Society, Dalhousie University, Halifax, NS

- Keep up-to-date records as well as an audit trail for all transactions
- Reviewed all internal processes and reporting methods annually

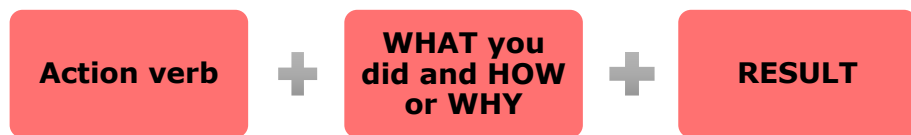


## Action Statements

If you were face-to-face with an employer right now, what would you say? What skills and knowledge would you highlight? To capture your experiences and accomplishments on your résumé (and to stand out!) use **ACTION STATEMENTS**.

### Tips:

- Quantify whenever possible, it adds perspective.
- Results are PROOF that you are effective.
- Avoid language such as “duties included” or “responsibilities were”; the employer wants to hear how and what **YOU** did
- Ask yourself, “What is the employer looking for in an ideal candidate?” and “How can I demonstrate that?”



Ineffective Action Statement	Effective Action Statement
<ul style="list-style-type: none"> <li>Responsible for filling outside orders</li> </ul>	<ul style="list-style-type: none"> <li>Processed corporate customer’s orders in excess of twenty thousand dollars while ensuring high customer satisfaction levels were maintained</li> </ul>
<ul style="list-style-type: none"> <li>Started a new program.</li> </ul>	<ul style="list-style-type: none"> <li>Created and implemented a new youth mentoring program by assessing the needs of youth in the community through one-on-one interviews and focus groups which resulted in 80% participation of local high school students</li> </ul>

### Examples:

- Provided excellent customer service: assessed client’s needs, suggested products and always followed up.
- Performed study on agency effectiveness by interviewing staff and reviewing case court documents; recommended changes to manager were implemented.
- Collaborated with 12 peers to create and implement a recycling program: resulted in a reduction of paper consumption by 50%
- Resolved 25 client calls per day by responding to inquiries on various financial accounts resulting in improved client relations and decreased client complaints
- Researched and determined status of un-cashed checks and created a system to help track future unclaimed obligations which resulted in the initial savings of \$184,000 and \$20,000 annually
- Supervised and counselled 80 students on various issues from academic difficulties to peer pressure while observing strict confidentiality at all times
- Developed an application to replicate tables between databases providing the client with more power in function and flexibility throughout platforms using C and ESQL on a UNIX platform

ACTION VERBS			
Management skills	Communication Skills	Research Skills	Technical Skills
Administered Analyzed Assigned Attained Chaired Coordinated Delegated Developed Directed Evaluated Improved Increased Initiated Integrated Organized Oversaw Planned Prioritized Produced Recommended Reviewed Scheduled Supervised	Addressed Arbitrated Arranged Authored Collaborated Corresponded Developed Directed Drafted Edited Enlisted Formulated Influenced Interpreted Lectured Mediated Moderated Negotiated Persuaded Promoted Publicized Reconciled Recruited	Analyzed Clarified Collected Compared Conducted Critiqued Detected Determined Diagnosed valuated Examined Experimented Explored Extracted Formulated Gathered Inspected Interviewed Invented Investigated Located Measured Organized	Adapted Applied Assembled Built Calculated Computed Constructed Converted Debugged Designed Determined Developed Engineered Fabricated Fortified Installed Maintained Operated Overhauled Printed Programmed Rectified Regulated
Teaching/Helping Skills	Financial Skills	Creative Skills	Clerical Skills
Adapted Advised Assessed Clarified Coached Communicated Coordinated Counseled Demonstrated Educated Enabled Encouraged Evaluated Explained Facilitated Guided Informed Instructed Trained	Administered Adjusted Allocated Analyzed Appraised Assessed Audited Balanced Budgeted Calculated Computed Conserved Corrected Determined Developed Estimated Forecasted Managed	Acted Conceptualized Created Customized Designed Developed Directed Established Fashioned Founded Illustrated Initiated Integrated Introduced Invented Performed Planned Shaped	Approved Arranged Catalogued Classified Collected Compiled Dispatched Generated Implemented Inspected Monitored Operated Organized Prepared Processed Purchased Recorded Retrieved Screened