

Shiloh Sociology

221 Vernon Street • Halifax, NS • B3R 5T9
Phone: (902)-472-9960 • Email: shiloh.sociology@dal.ca

SKILLS SUMMARY

- Demonstrates strong time management skills by never missing a deadline
- Developed exceptional oral and written communication skills through class presentations and honors project
- Experienced in conflict resolution from numerous client care roles
- Team player: excels in collaborative and individual settings
- Shows initiative, reliability, and excellent problem solving throughout several leadership roles

EDUCATION

Bachelor of Arts, Major in Sociology (Honors) 2016-2020
Dalhousie University, Halifax, NS

- Thesis: The Effects of Helicopter Parenting on Adult Children
- Dean's List 2011/2012/2014
- Dalhousie Entrance Scholarship 2011

AWARDS AND CERTIFICATIONS

Change Agent Certificate 2020
DALConnects, Dalhousie University

DSU Certificate of Distinction 2019

RELEVANT EXPERIENCE

Peer Advisor Nov 2019 - April 2020
Career and Leadership Development Centre, Dalhousie University, Halifax, NS

- Consulted with students one-on-one during 15 minute drop in sessions to provide guidance on resume and cover letter content, structure, and design
- Coached students in job interview strategies and conducted mock interviews while delivering constructive feedback to their responses
- Marketed different CLDC events around campus by handing out flyers and engaging students to inform them on the benefits of the centre

Shiloh Sociology p g . 2

Teaching Assistant Sept 2018-April 2019
Department of Sociology, Dalhousie University, Halifax, NS

- Corresponded with students enrolled in a first year sociology course with updates on important deadlines, and answered questions regarding course material
- Graded written essay assignments and provided constructive feedback on ways to improve their research and writing skills
- Facilitated classroom discussions during lectures to promote student engagement on information being presented, further reinforcing the topics

Group Home Assistant July 2018-June 2019
Halifax Group Home, Halifax, NS

- Engaged youth with educational and interactive activities to promote a safe and inclusive environment
- Reported dangerous or harmful behaviours to the supervisor while maintaining exceptional organization and consistency of filed reports
- Contributed to planning and integration of leadership and team building retreats for the youth to demonstrate and learn about their collaborative skills and leadership potential

Student Boarder Services Officer- Halifax Stanfield International Airport May-Aug 2016, 2017
Canada Boarder Services Agency, Halifax, NS

- Complied with Canada's boarder regulations and used necessary judgement when administering taxes and fines to passengers
- Conducted primary inspections on passengers to ensure no prohibited items were being smuggled into Canada and communicated with the passengers to ensure regulations were understood
- Observed passenger's behaviours and reported any suspicious actions to the supervisor immediately, which was followed with formal report

EXTRACURRICULAR ACTIVITIES

Head Leader – Orientation week Sept 2017-Oct 2017
Leader – Orientation Week
DSU, Dalhousie University, Halifax, NS

- Coordinated a diverse team of 6 orientation leaders where we created, organized, and implemented various strategies that were aimed to engage first year students which included inclusive house cheers and social gathering to promote a welcoming and respectful environment at Dalhousie
- Communicated actively to students by developing a strategic marketing strategy involving the orientation leaders which resulted in an increasing number of students attending each event

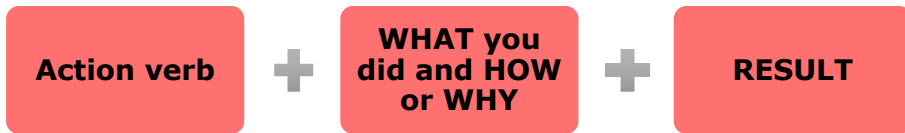


Action Statements

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"> Responsible for filling outside orders 	<ul style="list-style-type: none"> Processed corporate customer’s orders in excess of twenty thousand dollars while ensuring high customer satisfaction levels were maintained
<ul style="list-style-type: none"> Started a new program. 	<ul style="list-style-type: none"> 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

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