**OBJECTIVE**

To obtain a challenging position within a professional environment where my writing and editing, client service, and interpersonal skills will be used to achieve the goals and objectives of the organization.

**PROFESSIONAL SUMMARY**

Fifteen years of professional experience in bilingual writing, editing and translation of technical documentation, training, interfacing with clients and supervision of staff.

**February 2007 – March 2009 and September 2009 – April 2010**

**Team Leader, Immigration and Refugee Board of Canada - Editing and Translation, Linguistic Services**

- Edit, proofread, revise and perform bilingual comparison of Board decisions and internal documents

- Interface with service providers to address issues or expectations on both sides

- Consult with clients at all levels of management to provide guidance on linguistic matters

- Keep in-house style guide and translation guidelines up-to-date

- Develop a PowerPoint presentation on free on-line linguistic tools and present it to internal clients

- Assist in the production of a quarterly linguistic publication for internal distribution

**March 2009 – September 2009**

**Acting Manager, Immigration and Refugee Board of Canada - Client Services, Linguistic Services**

- Interface with clients from across the country who submit requests for linguistic services

- Assign and distribute requests to members of the editing and translation team

- Return work to clients upon completion by revisers

- Negotiate deadlines with clients when necessary

- Supervise, develop and oversee the work of four team members

- Create weekly reports for use by senior management

**May 2000 – February 2007**

**Legislative Reviser, Department of Justice - Bijuralism and Drafting Support Services**

- Edit, proofread, revise and perform bilingual comparison of bills, motions, regulations, statistical instruments and Orders in Council

- Assist in bilingual drafting of legislation

**December 1999 – May 2000**

**Technical Writer, Protus IP Solutions**

- Write documentation, online help files and HTML pages for software and website

**March 1995 – December 1999**

**Technical Support Representative, ISM**

- Write, edit (including revise or proofread) and translate technical material in both English and French

- Develop instructions, manuals and catalogues for technical product support in both English and French

- Write letters, create posters and flyers and other promotional material in both English and French

- Define and develop vehicle for tracking of software errors and implement corrective actions

- Product consultant for career exploration software including complete knowledge of product and operations, post sales client support and technical assistance in both English and French

- Train new additions to the Customer Service Department

- Proactively engage clients by telephone to ensure their satisfaction with the product line and to address any issues

**EDUCATION**

**University of Ottawa – April 1996**

B.A. with Honours in Translation

**Department of Justice, Ottawa – June 2002**

Legislative Drafting and Statutory Interpretation courses

**Canada School for Public Service, Ottawa – June 2008**

Three-day training for supervisors

**K-W Workshop, Kitchener, Ontario – June 1994**

Teaching English as a Second Language certificate

**TRAINING**

**Dale Carnegie, Ottawa – Summer 2006**

Graduate, the Dale Carnegie program

**Health Canada – Summer 2004**

Workplace ergonomics training

**Department of Justice, Ottawa – March 2002**

Intermediate level American Sign Language

**Department of Justice, Ottawa – October 2001**

Beginner level American Sign Language

**Algonquin College, Ottawa – April 2009**

Sommelier certification

**DiVino Wine Studio, Ottawa – April 2009**

Sommelier-in-training courses, including 100 hours of on-site training

**Algonquin College, Ottawa – Summer 2008**

The ABCs of Bartending, including SmartServe certification

**Wedding Planners Institute of Canada – October 2009**

Certified Wedding Planner

**PROFESSIONAL DEVELOPMENT**

- Spring 2007 – Public Service Commission second language proficiency testing – E (exempt) level in both Reading and Writing and C level in Oral Interaction

- Active member of the Workplace Occupational Health and Safety Committee (WOHSC) at Transport Canada and Employee co-chair of the WOHSC at the IRB

- Used my ergonomic training to perform evaluations of co-workers’ workspaces at Justice, Transport and the IRB

**COMMUNITY INVOLVEMENT**

- Pro bono editor/translator and webmaster for several community groups and a well-known Ottawa chiropractor/author

- Volunteer for the Canadian Red Cross

- Participated in Doors Open Ottawa

- Active in church and community choirs for many years

- Performed in dramatic theatre and musical productions

- Participated in the creation of the centennial yearbook for a local church

- Organized community-level health awareness workshops

- Experienced in social networking and new media communications (Facebook, LinkedIn, etc.)

**INTERESTS**

- Food and wine

- Listening to and performing vocal and instrumental music

- International travel

- Theatre

- Interior design