

Caroline Cliche

Summary of Qualifications

- Exceptional interpersonal, coordination and prioritization skills through 10 years of providing executive and administrative support services
- Demonstrated leadership and project management skills
- Exceptional customer service
- Proven ability to address and resolve concerns efficiently
- Advanced level proficiency in oral and written English and French

Relevant Experience

Office Assistant

Milman & Associates Limited - 03/2013 – Present
www.ma-eng.ca

- Provide high quality and professional administrative support by being courteous, polite and by lending a hand when help is needed around the office
- Answer main corporate telephone line, routing calls, and act as first point of contact for visitors
- Maintain confidential filing system
- Coordinate travel arrangements and prepare travel expense reports for principal engineer and senior staff
- Generate, issue and process invoices, liaising with clients on outstanding invoices by using a report and cross referencing it with the corresponding hard copy invoices and Excel spreadsheets
- Coordinate the company's response to requests for proposals
- Edit and proofread engineering reports
- Manage office supplies inventory by ordering from most cost-effective suppliers
- Maintain company website and online presence

Freelance Digital Graphic Designer

Various Clients - 06/2002 – Present
www.carolinecliche.com

- Maintain client database and manage inventory
- Coordinate production with printers and other vendors
- Consult with clients to determine the nature of the project
- Update skills to stay current with industry trends and standards
- Use social media tools and word of mouth to scope for new clients

Freelance Digital Graphic Designer/ Team Lead

Wero Creative – 01/2011 – 04/2011
werocreative.com

- Organized meetings to brainstorm ideas
- Delegated work and ensured deadlines were met
- Worked with team to create wireframes, mock-up screens, workflow, and use cases
- Gave direction to ensure style was consistent across the educational game distribution platform

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Bilingual Research Associate/ UI Designer

Marketwire Inc., now Marketwired - 05/2006 – 08/2009

www.marketwired.com

- Developed business requirements with stakeholders
- Conducted extensive research to identify and evaluate the most cost-effective options for production
- Coordinated layout and production of three media directories
- Proofread bilingual English and French publications to ensure highest level of accuracy
- Made over 300 calls per week to media contacts to verify contact information for client press releases

Call Director/ Switchboard

Stream International, now Convergys - 12/2003 - 05/2006

www.convergys-canada.com

- Identified issues/ concerns and delegated to appropriate service department for prompt resolution
- Performed receptionist and switchboard duties in an office environment averaging over 100 calls a day
- Provided general administrative assistance including checking equipment warranties and completing paperwork related to product maintenance and repair
- Addressed and resolved customer and staff concerns efficiently

Volunteer History

Program Book Chair – 11/2014 – Present

District 60 Toastmasters Conference Committee

toastmasters60.com

- Design covers
- Organize and chair meetings to make sure all team members are comfortable with project management system process
- Take minutes at meetings
- Liaise with team to put together a comprehensive conference program book
- Delegate work and ensure deadlines are met
- Give direction to ensure workflow is clear and concise
- Commit and meet critical deadlines
- Collaborate with large group of people to coordinate content submissions and due dates
- Collect information
- Replace old content with new content
- Coordinate printing with vendor

Decorations Assistant – 04/2015 – Present

District 60 Toastmasters Conference Committee

toastmasters60.com

- Liaise with Decorations Chair to brainstorm concepts conforming with theme
- Research most cost-effective options for products and materials

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- Coordinate with vendors for rental equipment

Vice President of Public Relations – 07/2014 – 06/2015

English-French Toastmasters Club

englishfrench.toastmastersclubs.org

- Networked
- Answered visitors inquiries through online correspondence
- Coordinated with media to promote special events
- Kept club members informed of special events happening in the district and community
- Updated website and social media sites

Secretary – 07/2013 – 06/2014

English-French Toastmasters Club

englishfrench.toastmastersclubs.org

- Took minutes during executive meetings
- Managed attendance during club meetings
- Related TM District and International news to executive committee
- Other duties as required

Chapter Coordinator

Ladies Learning Code – 03/2013 – 05/2014

ladieslearningcode.com

- Built mentor blog posts
- Created MailChimp blasts
- Launched Eventbrite pages
- Updated website for Canada wide events

Education

Fine Arts Foundation Certificate (Continuing Education) - 2012

Advanced Digital Design Postgraduate Certificate - 2012

George Brown College

Graphic Design Diploma - 2002

Fanshawe College of Applied Arts and Technology