

# Caroline Cliche

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## Summary of Qualifications

- Exceptional interpersonal, coordination and prioritization skills through 10 years of providing executive and administrative support services
- Advanced level proficiency in oral and written English and French
- Knowledge of Microsoft Office, Google Docs, HTML + CSS, and Adobe Creative Cloud
- Demonstrated leadership and project management skills
- Exceptional customer service
- Proven ability to address and resolve concerns efficiently

## Relevant Experience

Freelance Digital Graphic Designer

Various Clients 02/2002 – Present

[www.carolinecliche.com](http://www.carolinecliche.com)

I design visual messages by communicating in a multidisciplinary environment. My focus is on branding & Collateral, UI Design & 2D Art, Front End Development, and Other Fun Stuff.

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

Production/ Administrative Assistant

Presidential Environment Inc. - 10/2016 – 11/2017

Presidential Environment Inc. is a consulting firm that specializes in developing successful recognition programs. I coordinated the production of numerous projects. I was exposed to architectural and fascia signage and gained experience designing signage for trade shows.

- Updated company website and social media sites
- Inspected deliverables to ensure accuracy and quality (Quality Control and Proofreading)
- Provided support to colleagues as needed for research, records, costing, tracking, and production
- Liaised with clients to assess requirements, provided costs and artwork and oversaw production and delivery of specific projects
- Issued purchase orders and maintained relevant tracking records of project and production requirements and specifications
- Coordinated with vendors on materials, costs and delivery/ installations to achieve project requirements with accuracy in a timely and cost effective manner
- Assembled and prepared deliverables/ assisted with installations
- Assisted with trade show preparation
- Performed reception duties: arranged and signed for couriers/ deliveries and greeted clients as needed
- Filed and maintained office inventory

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Office Assistant

Milman & Associates Limited - 03/2013 – 10/2016

Milman & Associates Limited (MAL) provides structural and civil engineering and project management services throughout Canada, the United States, and overseas. I was exposed to architectural, structural, mechanical, and electrical AutoCAD drawings and gained experience coordinating MAL's response to requests for proposals.

- Maintained company website and online presence
- Designed and prepared marketing materials
- Provided high quality and professional administrative support
- Prepared job postings, arranged interviews and contracts for co-op placements
- Searched online portals for potential bids
- Answered main corporate telephone line, routed calls, and acted as first point of contact for visitors
- Maintained confidential filing system
- Coordinated travel arrangements and prepared travel expense reports
- Generated, issued and processed invoices
- Liaised with clients on outstanding invoices
- Managed office supplies inventory

Bilingual Research Associate/ UI Designer

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

Formally Marketwire, Marketwired, now part of Nasdaq, provides news release distribution and a full range of communication solutions to public relations, investor relations and marketing professionals. I developed business requirements with stakeholders and provided web-based training and client service support.

- 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
- Designed mock-up screens, workflow and use cases to develop an integrated communications platform
- Coordinated layout and production of three media directories

## Volunteer History

District 60 Toastmasters International

Toastmasters International is a world leader in communication and leadership development.

- Program Book Cover Designer - 07/2014 – Present
  - Design theme logos and covers for conference program books.
- Pathways Guide – 08/2017 – Present
  - Work closely with the Chief Ambassador and Program Quality Director while partnering with an Ambassador to visit a selection of clubs and prepare members for the arrival of Pathways.
  - Deliver new education program presentation
  - Club's first point of contact for all Pathways questions
  - Facilitate virtual support sessions
- Assistant Division H Director – 07/2016 – 06/2017
  - Coordinated and planned a Club Officer Training Event
  - Updated social media sites
  - Took minutes during committee meetings

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- Decorations Assistant – 04/2015 – 11/2015
  - Liaised with Decorations Chair to brainstorm concepts conforming with theme
  - Researched most cost-effective options for products and materials
  - Coordinated with vendors for rental equipment
  - Designed concepts
- Program Book Chair – 07/2014 – 04/2016
  - Liaised with team to put together a comprehensive conference program book
  - Gave direction to ensure workflow was clear and concise
  - Committed and met critical deadlines
  - Coordinated printing with vendor
  - Designed book templates

## English-French Toastmasters Club

### Bilingual Toastmasters Club in Toronto

- President – 07/2016 – 06/2017
  - Motivated club members by organizing workshops and events
  - Delegated work between team of club Officers
  - Organized and chaired meetings
- Vice President of Public Relations – 07/2014 – 06/2015
  - Updated club website and social media sites
  - Attended networking events
  - Answered visitor inquiries
  - Coordinated with media to promote special events
- Secretary – 07/2013 – 06/2014
  - Took minutes during executive meetings
  - Managed attendance during club meetings
  - Related TM District and International news to executive committee

## Chapter Coordinator

### Ladies Learning Code, now a subchapter of Canada Learning Code – 03/2013 – 05/2014

Ladies Learning Code is a federally registered nonprofit organization in Canada aimed at promoting collaborative, technological learning among women and youth.

- Built mentor blog posts
- Created MailChimp blasts
- Launched Eventbrite page
- 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