

Andrene Gregory

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CAREER OBJECTIVE

To obtain a summer position where I am challenged to use and develop my skills.

SUMMARY OF QUALIFICATIONS

- Proficiency in Microsoft Office Suite, Windows, Mac, Email and Internet
- Possess excellent communication and interpersonal skills
- A natural leader with the ability to work both independently/collaboratively
- Strong organization, presentation and facilitation skills
- Capacity to build outreach, encourage and maintain retention and community integration
- Excellent assessment skills with strong prioritization and problems solving aptitude
- Over 20 years experience in customer relation, legal and administrative duties
- Awarded Competent Communicator at Toastmasters International
- Was a Commissioner for Taking Affidavit in Ontario
- Started and operates my own Life Coaching Business
- Columnist for Hi-Rise Community Newspaper
- Published Author: Non-fiction, self-help book, *Ahh to Zen, an A to Z Guide of a Great Life*

EDUCATION & TRAINING

Bachelor of Arts: Philosophy & English	Redeemer University College	Ham, ON	2019 – 2023
Certificate: Personality Dimensions	YWCA	Tor, ON	2016
Certificate: Life Skills Coaching	YWCA	Tor, ON	2014 & 2016
Self Employment Development PGM	MTCU & TDSB	Bram, ON	2013 & 2015
Art & Science of Coaching (Module 1)	Erickson College	Online	2013
Diploma: Business Administration - Legal	Centennial College	Tor, ON	1993 - 1995

WORK EXPERIENCE

Program Support Worker 2018
Hong Fook Mental Health Association North York, ON

- Provided mental health workers with on-going support for program development
- Assisted with administrative tasks and was responsible for multiple projects
- Organized and facilitated community fairs and other outreach engagements

Life Coach & Program Development Facilitator 2013 – present
Aggie Strong Ultimate Life Coaching Services Toronto, ON

- Provides one-on-one coaching, workshops, and webinars to clients
- Evaluate clients' work-life balance, values and develop personalized coaching for them
- Help clients find clarity for better decision making

- Provides feedback to clients on resume restructuring and interview preparation
- Creates custom curriculum for workshop deliveries and track clients' progress
- Performs all functions necessary for business development and retention

Customer Service Representative

2005 – 2013

Versa Cold Logistics

Brampton, ON

- Was responsible for handling 32 key and complex accounts
- Responded to customers enquiries, processed invoices; keyed, extracted/edited orders
- Handled customers complaints in a prompt, courteous and effective manner
- Prepared various spreadsheet and management reports for executive decision making
- Manned busy, multi-line paging and telephone system, managed and maintained files

Legal Administrative Assistant

1995 – 2005

Marva Jemmott Law Office

Toronto & Brampton, ON

- Culminated in managing office and overseeing other administrative professionals
- Prepared legal documents, filed, served and attended court to hold down matters
- Was responsible for legal research
- Provided support to lawyer and responded to clients inquiries
- Appointed a Commissioner For Taking Affidavits in Ontario under the firm
- Established standardized system of billing, record keeping and reporting procedures

Store Administrative Sales Order Clerk

1999 – 2000

Sears Whole Home and Appliances

Scarborough, ON

- Responded to internal and external customers enquiries and rang up purchases
- Assisted with data entry and maintained store database
- Processed clients' returns and exchanges; reconciled cash register at the end of shift

Part-Time Counselor

1991 – 1993

Surex Community Services

Scarborough, ON

- Provided on-going guidance and support to adults living with mental challenges
- Assisted clients in recreational and life skills activities to sustain and develop new skills
- Liaised with multi-disciplinary care-givers to ensure proper care and client adaptation
- Resolved conflicts, logged incidents, provided First Aid and administered medication

VOLUNTEER EXPERIENCE

Scarborough Church of God	Administrative	Scarborough, ON	2017 - 2018
New Circles/GLOW	Assistant Facilitator	Toronto, On	2017
ACCES Employment	Mentor/Facilitator	Brampton, ON	2013- 2017
Knights Table	Facilitator/Event	Brampton, ON	2013
Toastmasters International	VP Membership	Brampton, ON	2013-14