

## **Customer Service Representative Skills**

- Order Support – Technology E-Commerce Shipping Investigations (e.g., Replacements, Refunds)
- Customer Engagement – Finding Requested and Alternative Products (in-store, online & phone)
- Product Knowledge – through E-Learning, Company Representatives, and Shelving/Facing
- Cashier Work – POS Transactions (debit, credit, cash, gift cards), including cash tray counting

## **Office and Administrative Skills**

- Document Creation, Research, Writing, and Editing; 65 WPM Typing Speed
- Records Processing, Data Entry, and Note Taking; Dependable and Confidential
- Sorting, Collating, Filing, Shelving, and Mailing
- Consulting with Supervisors, Co-Workers, Students, and Others

## **Computer and IT Skills**

- Microsoft Office: Word, Excel, and PowerPoint
- Content Management Systems: WordPress, Drupal, and Omeka
- Other Web Technologies: especially HTML and CSS
- Hardware / Software Support: including Installation and Configuration

## **Work Experience**

- Majorel (Arvato/Bertelsmann) 2019-2020
  - Order Support Specialist (full-time, supporting computer technology e-commerce)
- LCBO (Liquor Control Board of Ontario) 2018-2019
  - Customer Service Representative (seasonal, then continuing casual)
- Parks Canada National Library 2017
  - Cataloguer & User Services Technician (full-time, 8-month contract)
- Self-Employed, including small business courses (market research, business plans, etc.) -2016
  - Writer / Public Musicologist – Books, Reference Articles, and Program Notes
  - Professional Choral Singer (esp. -2012) and Web Developer (esp. 2010-2015)
- American Musicological Society 2010
  - Web Database Developer (full-time, second part of 4-month contract)
- Bowdoin International Music Festival 2010
  - Writer / Web Developer (full-time, first part of 4-month contract)
- Various Universities -2008
  - Instructor – Music History Courses (popular music, film music, and so on)
- Elora Festival and Singers 2001-2004
  - Choral Librarian, Writer, and IT Consultant

## **Community Involvement**

- Milton Good Library, U. of Waterloo – Intern, Music Cataloguing / Collections 2016/2018
- Waterloo Public Library – Volunteer, Holds Shelving and Missing Items Tracing 2015-2016
- Grand Philharmonic Choir and Grand Philharmonic Chamber Singers – Tenor 2012-2016
- Other Choirs / Organizations – Tenor, plus occasional Pianist and/or Song Leader -2016
- Grand Philharmonic Choir – Website Developer 2013-2014

## **Other Activities**

- Book Chapters, Journal Articles, Reviews, Conference Papers, and Invited Talks -2021
- *Music-History.Net* 2017
  - Website Developer (Musicology, IT, and Library & Information Science)
- *Music Discussion Network* and *Our Music Network* 2011-2014
  - Website Developer
- Music History Instructional Videos 2012
  - Web Content Developer