

## Recent Work Experience – **Customer Service**

- FedEx Ground – Smiley Inc. (subcontractor), **Delivery Driver** 2022-2024
  - Lifting packages up to 75 lbs and Manoeuvring packages from 76-150 lbs (for multiple routes), Loading and Organizing packages into a Mercedes-Benz Sprinter cargo van (for specific route), Driving and Delivering in all weather conditions, Consulting with supervisors and co-workers
  - Use of Portable Data Terminal / PDT (Zebra) and PackageRoute app: scanning packages, correcting addresses, planning route (GPS data), scanning to release and pickup packages, taking delivery-confirmation photographs, obtaining signatures, and so on
  - Substations in Kitchener (Cambridge) then Brantford (Cainsville) to rural/suburban delivery area near Delhi, Langton, Fairground, Port Rowan, Long Point, St. Williams, Turkey Point, Vittoria
- Canada Post, **Rural and Suburban Mail Carrier** 2021-2022
  - Sorting, Collating, and Delivering letter mail, parcels, and flyers
  - Use of PDT (Honeywell): scanning parcels at delivery, processing holds and customs payments
  - Use of personal minivan with passenger-side devices, as well as corporate-provided RHD vehicles
  - Post Offices in Elmira, St. Clements, Fergus & Rockwood, plus shorter-term assignments
- Majorel (Arvato/Bertelsmann), **Order Support Specialist** 2019-2021
  - Supporting computer technology e-commerce for the Apple Store
  - Shipping Investigations (e.g., replacements and refunds) and Delivery Management
  - Use of Online Store (SAP), Shipping Management (SEMS), and related tools
  - Interacting with FedEx, UPS, and so on; as well as Customer/Store interactions
- LCBO (Liquor Control Board of Ontario), **Customer Service Representative** 2018-2019
  - Cashier and Related Work – POS transactions, cash tray counting, customer engagement, and shelving/facing, plus training in Powered Lift Equipment

## Earlier Work Experience – **Libraries, Writing, IT, Music, Teaching**

- Parks Canada National Library, **Cataloguing & User Services** 2017  
Records Processing, Data Entry, Note Taking, Sorting, Collating, Filing, Shelving, and Mailing
- Self-Employed
  - **Writer about Music** 2000-2016
    - Books:  
*Experiencing Peter Gabriel: A Listener's Companion* (2016)  
*Experiencing Rush: A Listener's Companion* (2014)  
*Rush and Philosophy: Heart and Mind United* (co-editor and author of three chapters, 2011)
    - Reference Articles (e.g., 2007-11)
    - Program Notes (2000-2010)
    - Microsoft Office: Word, Excel, PowerPoint; and similar tools
    - Document Creation, Research, Writing, and Editing; 65 WPM Typing Speed
  - **Web Developer** esp. 2010-2015
    - Content Management Systems: WordPress, Drupal, Omeka, and others
    - Small Business Courses: market research, business plans, and so on
  - **Choral Singer** – Elora Festival Singers, Toronto Mendelssohn Choir, and others esp. -2012

- American Musicological Society, Bowdoin International Music Festival 2010  
**Web Database Developer** (PHP, MySQL), **Web-based Program Notes** (XHTML, CSS)
- Various Universities -2008  
**Instructor** – Music History Courses (popular music, film music, and so on)
- Elora Festival and Singers, **Choral Librarian, Writer, and IT Consultant** 2001-2004  
Including Hardware / Software Support, such as Installation and Configuration

## Community Involvement and Other Activities

- Bil Weber & the Glum Bunch – rock cover band, keyboards and vocals 2023- and earlier
- Songwriting and Recording, including forthcoming rock concept album *The Tower* 2018- and earlier
- Book Chapters, Journal Articles, Reviews, Conference Papers, and Invited Talks on Music -2020
- Milton Good Library, U. of Waterloo – Intern, Music Cataloguing / Collections 2018/2016
- *Music-History.Net*, *Music Discussion Network*, and *Our Music Network* – Web Developer 2017, 2011-14
- 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
- Music History Instructional Videos – Web Content Developer 2012

## Education

- **Western University (University of Western Ontario)** 2018  
Master of Library and Information Science (MLIS, with Co-op work placement)  
- Cataloguing, Collections, Music, Government, Research Data, Guided Research, others
- **Conestoga College** 2010  
Certificate in Computer Applications Development (with Co-op work placement)  
- Systems Analysis and Design, C#, SQL, XHTML/CSS, PHP, .NET
- **University of California, Los Angeles**, Department of Musicology 2003  
Ph.D. in Musicology  
- dissertation:  
“Permanent Change: Rush, Musicians’ Rock, and the Progressive Post-Counterculture”
- **University of Toronto**, School of Graduate Studies and Faculty of Music 1991  
M.A. in Musicology  
- course-work based, with comprehensive exams and German/French reading exams
- **University of Waterloo**, Faculty of Arts; Music Department (Conrad Grebel College) 1989  
B.A. in Honours Music and Applied Studies Co-op with Society, Technology & Values Option