

Penny Mustang

1151 Richmond St, London, ON N6A 3K7, (519) 661-2111, pennym@hotmail.com

SUMMARY OF QUALIFICATIONS

- Area of study tailored to human services with emphasis on the varying interactions of people and social institutions in diverse society
- Exceptional organizational and planning skills as well as experience in working with diverse client groups
- Ability to use creativity when approaching situations to generate solutions
- Technically proficient with Microsoft Office as well as internet and database navigation

EDUCATION

Bachelor of Arts: Major in Childhood and Social Institutions and Minor in Psychology

2XXX

The University of Western Ontario (Western), London, Ontario

Relevant courses:

Introduction to social work practice: Became familiar with the Generalist Intervention Model of social work practice and learned Intentional Interviewing skills and their relation to theoretical bases

Introduction to social welfare: Developed a base knowledge of social policy in Canada

CUSTOMER SERVICE AND COMMUNICATION

Customer Service Representative

The XYZ Group, London, Ontario

2XXX-2XXX

- Addressed customer concerns and worked with agitated clients to resolve conflicts while fostering positive client relations and minimizing the impact of negative experiences
- Navigated mainframe while accessing confidential client information with professionalism and discretion

Make-up Artist

Beauty Company, London, Ontario

2XXX-2XXX

- Demonstrated creativity through work with diverse clientele, identifying each individual's unique needs and ensuring clarity in service provision
- Retained a large, repeat customer base as a result of providing a pleasant customer experience and ensuring client comfort and satisfaction

TEAMWORK AND INTERPERSONAL SKILLS

Summer Academic Orientation Leader

2XXX-2XXX

The Student Success Centre, Western, London, Ontario

- Worked in a team environment as an ambassador to Western; conducted group sessions for 5 – 100 students and parents to support them in transitional issues related to entering a new environment/culture, ensuring their personal concern and expectations were addressed
- Assisted in the hiring and training of new staff; and created new manual to integrate all training material and promote the accessibility and retention of information for staff

Assistant Manager

2XXX-2XXX

Store Name, London, Ontario

- Assisted with the co-ordination of employee schedules and conflict resolution, supporting a positive work environment
- Ensured employee satisfaction and low turnover by conducting regular one-on-one meetings, allowing staff to discuss any concerns or challenges they were facing, and provide recommendations to improve the business

ORGANIZATIONAL AND RESEARCH EXPERIENCE

Data Entry/Management

Summer 2XXX

Special Topic Art Project, University of Western Ontario, London, ON

- Organized Excel and Word documents to co-ordinate and input accurate information in the database
- Managed time effectively while working independently and maintained clear communication with my supervisor

PERSONAL ACCOMPLISHMENTS

- Graduated on the Dean's Honor list with an average of 90%
- Essay scholarship- won annual essay submission scholarship from ABC Organization and was advised to submit multiple essays to the Department of Psychology annual submission contest