

MELISSA McDERMOTT

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To Whom It May Concern,

I am pleased to submit for the available position within your organization.

I am currently looking for a position with full-time hours that keeps me engaged and challenged.

I started my own business, which is helping me develop new skills and business awareness. However, it is more of a hobby/charity fundraising company than a source of income, which is why I am looking for employment.

I would like to draw your attention to the following skills I feel will be an asset to your organization:

- I have provided **Senior Administrative/Office support** for over 15 years. I can apply these demonstrated skills to enhance operational efficiency, improve your client satisfaction ratings, and ensure seamless transition.
- As a **customer service** focus individual, I understand the importance of every interaction and the impact it can have on overall organization success. I pride myself in representing the company in a friendly and professional manner.
- As an experienced **internal/external communications** specialist in all my roles, I have successfully created communication email standard templates, job aids, mass e-blasts communications, website content, trade show interactions, event staff management, print content (brochures, flyers, post cards, signage), and so much more. These skills proved invaluable to improve increased attendance and sales.
- As a temporary worker in the Ontario Power Generation Onboarding Department, I was recognized as a **consummate professional and change agent** who has contributed to the recent increase in department recognition for the smooth transition of employees during the onboarding process.
- As an exceptional **multitasker** with strong **organization** and **detail-oriented** skills I excelled at managing the marketing material needs/requirements for over 10 years. In this **fast-paced multi-stakeholder environment**, I continually exceeded expectations and thoroughly enjoyed the ongoing challenges.
- As a **consummate leader, coach, and mentor**, I have led multiple teams and projects to successful implementation in every organization I have joined. Combined with my extensive customer relationship management skills, I can exceed corporate targets with direct and indirect team reports on short and long-term initiatives.
- As a High Value Rewards Consultant & Sales Prime for Bell Canada, I received the **Bell Merit Award for best individual contribution** for creating job aids used region wide. I pride myself on identifying opportunities to eliminate redundancies, improve processes, establish governance standards and leveraging strategic partnerships to drive win-win changes that positively impact business results.
- In the call center at Bell Canada, I was **recognized as subject matter expert in sales, customer service, and productivity**. Consistently reaching over 100% in all categories. Regularly reaching the **highest sales** in an office of over 400 + people.

As outlined in my attached resume, my previous experience makes me an ideal candidate for this role. I look forward to becoming an outstanding contributor in your team and exceeding your expectations.

Thank you for your time, and I look forward to meeting with you.

Sincerely,

Melissa McDermott

Melissa McDermott

PROFESSIONAL SUMMARY

Business professional with 15 + years of experience thriving within high-paced environments and excelling in multitasking project management. A recognized change advocate offering outstanding service to diverse clients, while regularly driving efficiencies and cost savings that exceed client expectations.

AREA OF EXPERTISE

- Mass external and internal communication
- Process improvement
- Change management
- Multitasking
- SR/Executive Administration Sales
- Training
- Onboarding
- Leader, coach, and mentor
- Client Relationship Management
- Presentations and visual displays
- Sourcing/managing vendors
- Analytics, reporting and research
- Invoicing and payroll

RELEVANT EXPERIENCE

MJM KIDS PARTY LOOT BAGS LTD.

Owner

May 2025 – Present

- As the owner, I manage all aspects of the business including marketing, advertising, communications, website, social media, customer and supplier relationships, inventory, order fulfillment, and budgeting etc.

TERRAPLUS INC.

Administrative Assistant

March 2023 – February 2025

- Expertly **managing rentals**, customer communication, creating and sending rental agreements, managing rental inventory, establishing shipping timeframes, verifying documentation correct and complete, ensuring supporting teams test and ship rentals, and invoicing. My questioning attitude caught insurance fraud, where a customer was changing a previous insurance certificate themselves instead of getting a new insurance certificate from their insurance company.

ALTEN PROEX (Placement – Sanofi Pasteur)

Administrative Assistant II (*Contract*)

July 2020 – October 2021

- Proactively **improved team processes** through SharePoint site for admin requests, master data, and notification requests. Improvements reduced in person requests/interruptions, improved efficiencies, allowing the team to work more efficiently and complete requests within a reasonable timeline.
- **Managed and processed all company technical services orders and maintenance requests** ensuring all details accurately entered in to SAP/ProCal and documentation accounted for throughout the request process.

ONTARIO POWER GENERATION (OPG)

Administrative Assistant (*Contract*)

February 2019 – January 2020

- Expertly **managed the two Pickering Operation Managers (Units 1-8, 800+ employees) schedules** by arranging and scheduling meetings, meeting agendas, meeting catering requirements, meeting minutes, calls, and correspondence, while ensuring timing collaborates with multiple stakeholders.
- Provided **administrative support**. Travel arrangements, payroll approvals (Tempus), IT approvals, contract/business approvals, sending/following up on correspondence, and preparing/sending packages.

Office Support Representative II (*Contract*)

January 2018 – June 2018

- Returning to the role of Office Support Representative II for the Onboarding Team, I **improved Onboarding processes and communication** contributing to seamless hire transition into the organization through; website, brochures, employee/manager checklists, employee survey, and metrics.
- **Solid leader and mentor.** Presenting pre-job brief at orientation sessions to all hirers on hire day (150+). Stepping up to cover Staffing Officer position and managing team during departmental staff absences.
- **Successfully created and managed reports/databases/presentations** for department stats including Onboarding, off boarding, employee number requests, and Onboarding rush requests.

Office Support Representative II (*Contract*)

August 2016 – August 2017

- In the role of Office Support Representative II for the newly established Onboarding Team, I was accountable for **onboarding new employees** and ensuring their seamless transition into the organization.

CN TOWER

Associate, Marketing

April 2006 – April 2016

- Fulfilled the roles of **Public Relations Manager, Advertising and Promotional Manager**, and **Senior Executive Assistant to the Chief Operating Officer** during vacations and absences. I also continued to fulfill the role of **Executive Assistant to Director, Marketing and Communications** in this new role.
- Expanded on my previous role and mastered retail, restaurant and attraction **print, signage, and collateral production management** to meet all internal and external project requirements. Reduced the 360 Restaurant menu sizing by one inch enabled digital print, which reduced small re-run printing costs and created same day print opportunities which reflected a 50% improvement in overall process.
- **Donations and fundraising.** As the United Way Co-Chair/Committee Member and Social Committee Co-Chair/Member, I successfully created and managed our campaigns/events exceeding fundraising goals and cash/donated items. Our employee payroll donations program doubled through our program awareness communications, onsite assistance/info booth, and weekly campaign prize draws.

Assistant, Marketing

August 2004 – March 2006

- As a small Marketing Team, I also filled the role of **Executive Assistant to Director, Marketing and Communications**. I expertly handled calendar management, coordinating/booking internal/external meetings, meeting agendas, meeting catering requirements, meeting minutes, creating/sending memos, managing incoming visitors and calls, presentation creation/set-up support, reservations, custom VIP menus, travel arrangements, couriering packages/event materials, and assembling/distributing VIP packages/gifts. Successfully resolved customs issues blocking tradeshow collateral delivery, ensuring management had required material in time.

Seasonal Support Representative, Marketing (Contract)

April 2004 – August 2004

- Assisted with on-site events, media clipping **archiving**, promotional and advertising archiving, VIP/Media/Sales package assembly, and any other tasks required to support the success of the department.

BELL CANADA

Channel Manager, Marketing

October 2001 - March 2002

- **Established partnerships** within short timeframe with Bell Canada Enterprise call centres on an initiative to drive post sale and pre-sale calls to www.bell.ca.
- **Exceeded targets** for visits to Bell.ca by 173% in Q1, through creative marketing campaigns; resulting in a reduction in non-sales generated calls in the call centres and increased sales on Bell.ca.

High Value Rewards Consultant & Sales Prime

August 1999 – September 2001

- **Exceeded benchmarks** for customer service quality, cross-selling, sales quotas, and retention. Recognized as a Sales and Quality Expert.
- **Change agent** creating job aids used region wide in the call centres. **Received Merit Award for best individual contribution.**

Consumer Client Representative

February 1995 – July 1999

- **Recognized as subject matter expert in sales, customer service, and productivity.** Consistently reaching over 100% in all categories. Regularly reaching the **highest sales** in an office of over 400 + people.

TECHNICAL SKILLS

Microsoft (Word, Excel, PowerPoint, Outlook, SharePoint, OneNote, Yammer, Teams, and Smart Forms), Adobe, EPIC, Concur, SAP, Executive Support System (ESS), Asset Suite 7, emPerform, Illustrator CS6, ADP EzLabourManager, Constant Contact, Mailchimp, Survey Monkey, Intelligent Call Routing Software, First Aid, and Mental Health First Aid.

EDUCATION

- Centennial College – Business Diploma
- Centennial College – Marketing Diploma
- Waterloo Management – Communicating for Results
- Bell Business Solutions - Outlook Productivity
- Ontario Tourism Education Corporation (OTEC) – Essentials of Service Excellence