

# LINA JAMES

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## ONLINE EDUCATION PROGRAM COORDINATOR

### Helping People Succeed • Highly Motivated • Productive • Putting People & Customers First

*"A life of helping is a life filled with authentic purpose."*

**Academic Support Coordinator** with experience delivering exceptional front-line administrative services in fast-paced post-secondary environment. Collaborate with diverse teams to further students' academic goals. Meet high-quality standards above and beyond request, connecting students to suitable program options and community resources.

**Engaging communicator and presenter** with success facilitating workshops. Contribute with meaningful ideas, coaching/mentoring, and innovative solutions in team meetings for continuous improvement. Pilot social/fundraising events to support charitable causes.

**Technically savvy** in navigating various computer systems and utilizing online student information systems to verify and communicate correct data. Quickly learn new tasks and meet rigorous deadlines part of high-volume workload by leveraging constructive feedback.

Service Excellence

Innovation

Integrity

*Expertise:* Academic Support • Administration • Curriculum Development • Instructional Materials • Technology Issue Resolution  
Scheduling • Training & Development • Presentations • Virtual Administrative Support • Web Conferencing • Time Management  
Organizational Skills • Strong Communication & Interpersonal Skills • Team Collaboration • Customer Service • Writing & Editing

ACCOLADE

*"In every transaction, you genuinely care about each student request, which is reflected in your willingness to regularly go above and beyond to answer every aspect of their inquiry. Your high service standards raise the bar for the team and, most importantly, our students notice as well."*

Shawn Jacobs, Supervisor, University of Toronto

### PROFESSIONAL EXPERIENCE & IMPACT

UNIVERSITY OF TORONTO; Toronto, ON – *Globally top-ranked public research university.*

#### STUDENT SERVICE SPECIALIST | REGISTRAR'S OFFICE | STUDENT SERVICE CENTRE

2018–Present

Appointed as primary liaison to advise and connect students to academic resources on campus and within Waterloo community. Collaborate within 8-member team to provide support with academic services while establishing trusted alliances with students, parents, visitors, candidates, and key stakeholders. Coordinate official documentation for graduate and undergraduate students in person, via phone, and email. Oversee transcripts, course overrides, accreditation, letters of permission, petitions, course enrollment, OSAP loans, and account hold releases. Set up new procedures to accommodate changes.

**Earned five-star Google review for exceptional service quality. Delivered 99% accuracy and increased team performance 70%. Responded to all emails within 48 hours while addressing up to 200 emails daily.**

- **Strengthened team performance 70%.** Created new training manual and 'Training Scavenger Hunt' focused on driving goal-setting, accountability, and decision-making. Offered constructive feedback, created training modules and resources, and uncovered solutions for continuous improvement.
- **Demonstrated outstanding people skills and genuine care for each student request.** Mentored students on technical procedures, including paying online fees and managing accounts. Trained staff on navigating procedures.
- **Reduced number of referrals to T2 forms 25%.** Capitalized on solid knowledge of administration and student support services gained in first year.
- **Spearheaded several projects that fostered innovation and efficiency while managing significant workload.**
  - Improved line management and 30% increased transparency to student calls queued in office.
  - Partnered with colleague to support and develop team training for course selection/enrollment.
  - Challenged co-op student to grow responsibilities and skills by posing thoughtful questions for higher learning.
  - Strengthened testing quality of remaining e-commerce forms in advance of credit card deadline.

*"As a Senior Specialist, Lina is a mentor and coach to our new Specialists and consistently willingly shares her knowledge, offers advice, and provides encouragement."*

– Norma Simms, Director, Student Service Centre, University of Waterloo

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- Boosted team communications and confidence in tackling new procedures 80%. Revamped Letters of Permission procedure. Devised comprehensive training kit for team. Coached junior members on presentation skills.
- Enhanced mail processes 75%. Devised organized colour-coded system to sort/scan email to 4 different departments.
- Elevated team morale 30%. Compiled “Empowerment Board” in meeting room as go-to resource for staff members.

COMMUNITY SUPPORTS, Hamilton, ON – *Provider of support to individuals with special needs and disabilities in Halton area.*

### DEVELOPMENTAL SUPPORT WORKER

2017–2018

Retained to support individuals with developmental disabilities and their families. Participated in person-centred planning by identifying barriers and deploying solutions. Completed case notes, recorded communications notes, drafted incident reports, and updated medication documentation to track progress. Worked with community partners and supports in highly demanding environment.

**Dedicated unprecedented work ethic and excellent interpersonal skills to help individuals with special needs meet challenges.**

- **Cultivated supportive and inclusive environment** based on encouraging activity engagement and collaboration amidst serious safety concerns for team members. Tackled one task at a time and steered unexpected changes.
- **Nurtured critical life skills.** Deployed program that taught individuals with special needs to travel independently and buy groceries.

YORK UNIVERSITY; Toronto, ON – *Leading innovation and comprehensive post-secondary institutions.*

2014–2016

### PEER HELPER | STUDENT ACCESSIBILITY SERVICES

2014–2016

Selected to provide one-to-one support to students with special needs experiencing challenges with academics, organizational skills, stress management, and time management. Conducted interviews to select qualified volunteer staff. Developed strong written/verbal communication skills through conducting meetings with clients and staff members. Delivered engaging presentations. Planned events.

**Assisted numerous students with academic support, identified barriers on campus, and elevated accessibility 40%.**

- **Bolstered morale and social responsibility by organizing and facilitating three social/fundraising events for university students within Student Accessibility Services.** Raised \$2000 for charity events involving at least 50 people to meet unique needs.
- **Co-facilitated 20 weekly group sessions for university students with autism—increased participation by five new students per week.** Featured helpful tips on socializing, study tips, personal efficiency, meal planning, life skills, and academic development.
- **Raised campus accessibility 40%.** Identified safety and service gaps with unshovelled wheelchair ramps or malfunctioning wheelchair buttons. Connected with staff to maintain services while involving team members in driving unified mission.

**CUSTOMER SERVICE REPRESENTATIVE | 2014–2016: Honed customer service skills by working with hundreds of students.** Greeted customers and provided them with relevant information about products and policies. Trained 10 new hires known for delivering high-quality performance. Resolved inquiries using a win-win approach. Inspected inventory and merchandise displays.

**TUTOR | 2014–2015: Tutored five students enrolled in Italian studies that all completed courses with at least grade of 80% or higher.**

Worked with students individually and in group study sessions to reinforce lessons and concepts, solve problems, and resolve gaps.

## EDUCATION & PROFESSIONAL DEVELOPMENT

**Master of Business Administration (MBA),** University of Toronto, Toronto, ON

2019–Present

**Bachelor of Arts, Honours – Psychology Major, Family & Child Studies Minor,** University of Toronto; Toronto, ON

2016

*Dean's Honours List for 4 consecutive semesters, Fall 2014 through Winter 2016*

**Accessibility for Ontarians with Disabilities Act (AODA) Training (2018) | Student Support Workshops**

**First Aid, CPR Level C Certified**

## TECHNICAL SKILLS

MS Office, One-Key System (OSAP), Quest, WebAdvisor and ONe-Key system (OSAP) Zoom, WebEx, MS Teams, Slack, and Skype.

## LANGUAGES

English, Conversational Italian

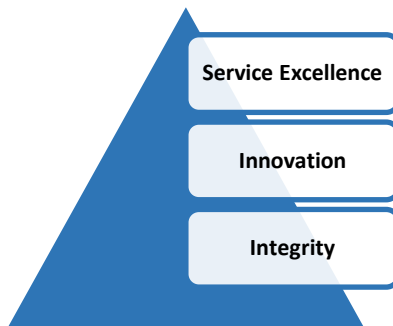
Lina James wanted a résumé that helped her stand apart for her next career move while opening her up to new and exciting opportunities within the ever-changing world of work. She aimed for the role of Education Program Coordinator where she could leverage her helping skills in a remote work environment offering growth, greater flexibility, and less stress.

Lina's unique value proposition is that she always goes above and beyond to help people. She works collaboratively with the team to fulfill the organization's vision and mission. Her expertise includes academic support services, special needs assistance, administration, training/development, and customer service. She strives for excellence which is demonstrated in her commitment to juggle a high-volume workload plus master-level business studies.

Her brand statement and the graphic in the summary thoughtfully sums up her value.

**"A life of helping is a life filled with authentic purpose."**

The three components of her core values are: **integrity, innovation, and service excellence.**



This résumé highlights her value through featuring relevant quantitative and qualitative accomplishments. Impressive testimonials demonstrate her commitment to results and stellar work performance. There is a career highlight for each role that draws the employer's eye to her milestones. The design is professional, creative, and appealing, incorporating the theme colour, blue that symbolizes loyalty, growth, and efficiency—representative of the client's values.

Lina's diverse career experience, well-rounded skills and credentials, and proven track record in academic service/support have equipped her to tackle this role. She was pleased with her new résumé and looks forward to leveraging this brand marketing tool to stand out in the workforce.