



## SHANNON LEAK

**Strategist • Coordinator • Researcher**

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### EDUCATION

**Algonquin College School of Media and Design**

Advertising Diploma, 2011

**Carleton University**

Bachelor of Arts in Film Studies, 2006

### WORK EXPERIENCE

5/2011 – Currently Employed

**Office Manager, Knock on Wood Communications + Events**

Maintaining the bookkeeping, filing, accounts payable and receivable. Assist with event support, research and organization. Design internal resources. Monitor social media

10/2007 – Currently Employed

**Customer Service Representative, TD Canada Trust**

Assist customers with day-to-day banking. Troubleshoot inquiries, advise and follow up on concerns. Consistently meet goals and provide exceptional customer service.

09/2009 – 04/2010

**Traffic and Production Manager, Glue Magazine**

Acted as a liaison between sales and creative teams. Created weekly production summary reports. Responsible for preparing ads for print. Assisted in proof reading and editing.

08/2008 – 07/2009

**English as a Second Language Teacher, Universe American School (Taiwan)**

Responsible for lesson planning, test writing and marking. Developed a website for the school to attract new teachers. Acted as a liaison for new teachers.

01/2007 – 04/2007

**File Clerk, Discount Car & Truck Rental – Claims Office**

Established a new filing system. Contacted various locations to ensure claim completion.

1997 – 2007

**Various Customer Service Positions, Wal-Mart; Sitel; Staples; Loeb; Mark's; YMCA**

### TECHNICAL SKILLS, & WORKING KNOWLEDGE

**Adobe Creative Suite:** Photoshop, Illustrator, InDesign

**Microsoft Office:** Word, Excel

**Social Media:** Facebook, Twitter

### AFFILIATIONS

**TD Customer Experience Committee:** Organize décor and messaging for customer connection and fundraising efforts for in-branch activities.

**Jers Vision:** Working on a media list. Written press releases and given strategy for pitching to the media.

**Day Of Pink:** Coordinated plan for media correspondence for on site coverage

### REFERENCES AVAILABLE UPON REQUEST