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**Jennifer Edwards**

Cell: 250.319.4167

63-1435 Summit Dr.

Kamloops, B.C.

Email: [desgagnesdesigns@gmail.com](mailto:desgagnesdesigns@gmail.com)

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**Qualifications:**

- ♦ Disability Knowledge
- ♦ Client Relationship Management
- ♦ Multi-Dimensional Needs Analysis
- ♦ Recruiting
- ♦ Relationship Building
- ♦ Interviews and Presentations
- ♦ Facilitate Workshops
- ♦ Networking and Job Retention
- ♦ Strong Communication and Interpersonal Skills
- ♦ Coaching in Resume Building and Interview Skills
- ♦ Client Support and Management
- ♦ Conflict Resolution Skills
- ♦ On the job training with clients that have exceptionalities

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**PROFESSIONAL EXPERIENCE*****Job Developer & Life Skills Facilitator******Employment Placement Specialist, Case Manager*****2011- 2019***Work BC Open Door Group, Kamloops, British Columbia***Main Duties:**

- Case management and Interviewing
- Multi-Dimensional Needs Analysis for clients with exceptionalities
- Client Management, coaching and job search support
- Direct Market clients with exceptionalities to employers for job placements
- Facilitate workshops and trained clients, including on the job training
- Build employability skills through workshops “tell-show-do”
- Complete job search action plans that address employment barriers
- Completed progress notes and activity reports
- Organizing and planning the employer guest speaker series
- Developing and managing relationships with employers
- If client loses her/his placement re-place the lost job
- Research available positions and recruited candidates
- Meet with clients and employers on and off site
- Responsible for building lasting relationships with local employers to create opportunities for clients
- Managing the Network and the guest speaker series

***Admissions Advisor*****2010-2011***Sprott-Shaw Community College, Kamloops, British Columbia***Main Duties:**

- Recruited new students
- Establish a strong image for Sprott-Shaw through marketing activities and promotional material
- Planned, counselled and managed student education and enrolment paths
- Interviewing prospective students and follow up with their progress
- Marketing the school through program presentations, participate in trade shows, and seminars
- Enrol students into programs and give tours of the facilities
- Sell the program's benefits to potential students by completing a full needs analysis which includes qualifying that the student meets the application criteria for admissions and handling the prospective students' objections
- Deal with student's issues and concerns

- Managed a caseload of Students
- Enrol students into programs and give tours of the facilities
- Participate in and provide feedback during meetings to address tactics, best practices and strategies
- Research new programs and related industries

**Admissions Advisor**

**2006 to 2009**

*Embanet Group & The George Washington University Toronto, Ontario*

**Main Duties:**

- Informing prospective students of the Master of Political Management program admission requirements, delivery methods, and course structure in order to successfully meet/exceed enrollment targets
- Maintain the accuracy and integrity of our CRM database with full and proper documentation
- Recruiting, interviewing and managing new student
- Marketing University programs
- Provide timely follow-up with prospective students/applicants
- Take ownership of and meet enrollment targets both as an individual and team
- Inform students of all government grants and funding for the Master of Political Management program
- Liaise with universities' admissions personnel for program requirements/updates/information

**Pharmacy Recruiter**

**2005 - 2006**

*Tal Group, Toronto, Ontario*

**Main Duties:**

- Recruited and interviewed pharmacists and consistently filled job vacancies
- Booked and planned travel arrangements such as flights, car rental, and Hotels
- Built and maintained a pipeline of pharmacists
- Negotiated pay rate and benefits
- Managing and developing new business
- Developed and maintained strong business relationships with pharmacists
- Worked at trade shows to bring in new clients and pharmacists
- Filled and managed positions
- Liaison between pharmacists and pharmacies
- Provide quality and professional written and verbal communication

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**EDUCATION & PROFESSIONAL DEVELOPMENT**

**Bachelor of Education Elementary** (In progress)

*Thompson Rivers University, Kamloops, BC*

**Bachelor of Arts, General Studies**

*Brock University, St. Catharines, Ontario and Thompson Rivers University, Kamloops, BC*

**Graphic Design** (Diploma)

*Mohawk College of Applied Arts and Technology, Hamilton, Ontario*

**Certified Career Development Practitioner** (Certification)

*BC Career Development Association (BCCDA), In good standing, Active registration*

**BC Labour Market Research Studies** (Certificate) Training with Christian Saint Cry

*Sales training, Customized Employment training with Annette Borrows, Mental Health first aid, First Aid, Ontario Leadership Camp, Non-Violent Crisis certificate and Toast Masters (public speaking)*

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**COMPUTER & TECHNICAL SKILLS**

Adobe Suites, Microsoft Office (Word, Excel, PowerPoint, Outlook, Access) CRM Databases, ICM