

Nicole Winchester

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SUMMARY OF QUALIFICATIONS

- Skilled in working in sales and customer service
- Proven ability in management of staff, volunteers, and projects
 - Excellent written and verbal communication skills
 - Able to work as part of a team, as well as independently
- Able to creatively solve problems and anticipate future issues

RELEVANT SKILLS

Presentation and Communication

- developed effective teaching presentations for users of an online database
- liaised with internal clients to create applications and web sites that met specific needs
- handled and solved problems and issues from theatre patrons, VIPs, Guests, and Sales
- designed and updated a information web site
- provided telephone and e-mail support in the use of an online database
- assisted consumers in the use of all facets of the internet
- provided excellent customer service
- presented research and information to a board or group
- presented creative performances to an audience
- independently produced a community radio show
- provided technical support to internal clients

Planning and Organization

- administrated a database, and kept monthly and weekly reports
- wrote and maintained resource materials for an online database
- kept projects within the projected timelines
- scheduled actors and crew for rehearsals, and delegated tasks to both
- organized and managed volunteers for various positions
- organized, maintained, and stored costumes and make-up
- effectively managed several tasks while under pressure

Multimedia

- skilled in HTML, Cold Fusion, and SQL
- proficient in Photoshop, Illustrator, Premiere, Director, and Home Site
- knowledge of Perl and Java Script
- excellent knowledge of the World Wide Web, and the internet
- assisted customers in use of IRC, telnet, network games, scanning equipment, e-mail and the World Wide Web

EMPLOYMENT HISTORY

2004 -Present	50Plus.com	Toronto, Ontario	Member Support/ Web Development
2001-2004	Academic Technical Services, York University	Toronto, Ontario	Web Assistant
2001-2003	Toronto International Film Festival	Toronto, Ontario	Front of House Assistant
2000-2001	Xerox Research Centre of Canada	Toronto, Ontario	Web Developer
1999	AEC InfoCenter Inc.	Toronto, Ontario	Content/Web Developer
1998-1999	Kittling Ridge Wines	Toronto, Ontario	Wine Consultant
1997-1998	The Possibilities Project	Toronto, Ontario	Webmaster/ System Support
1996	Re@dy or Net	Toronto, Ontario	Sales/Customer Support
1994	4th Line Theatre	Millbrook, Ontario	Dresser, Actor
1992-1993	Trent-Severn Waterway	Lakefield, Ontario	Summer Locks Assistant
1991-1992	Le Chateau	Peterborough, Ontario	Salesperson

EDUCATION

Present	East Asian Studies	York University
1997	Multimedia Training Program for Youth	Centennial College
1994-1996	Theatre	Brock University

VOLUNTEER EXPERIENCE

2001	Cinematheque Ontario	Volunteer
2000	Toronto International Film Festival	Volunteer Captain
2000	Toronto Webgrrls – WOWLife	Writer/Coder
2000	Toronto Centre-Rosedale NDP Executive	Youth Officer/Webmaster
1999	Toronto International Film Festival	Volunteer Captain
1998	YWCA of Toronto	Advisory Board Member- MTY Program
1997-1998	Toronto Webgrrls	General Volunteer
1993-1994	O.S.S.S.A	Regional Cabinet, Central East
1993-1994	Community & Race Relations Board of Peterborough County	Executive Board Member
1993	UNITY '93- Conference	Conference Chair
1992-1994	Union Theatre	Volunteer
1991	Peterborough AIDS Resource Network	Volunteer

REFERENCES AVAILABLE ON REQUEST