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| LAura e Houghton |
| **SUMMARY OF qUALIFICATIONS*** Responsible, conscientious and flexible
* Easy going personality
* Enthusiastic contributor
* Inquisitive nature
* Competent and reliable professional
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| * Strong background in service industry
* Proven ability to identify, analyze, and solve problems
* Collaborate easily with co-workers and work well independently
* Solid knowledge of MS Windows and Office, MS Visio
* Commitment to continuous learning and development
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| **Employment History** |
| Business Co-op StudentMajor Projects, TransCanada (*Calgary, AB)* | 5/1/2013 — 7/1/2014 |
| * Effectively participated in the bid coordination and submittal of an Request for Proposal (RFP) for a multi-billion pipeline project
* Supported project coordination activities including the development and revision of schedules, organizational charts, scorecards and project descriptions
* Continually maintained business unit’s on-boarding materials and facilitated on-boarding sessions to new hires to ensure a smooth transition into the group
* Assisted in the development of a departmental wide on-boarding initiative intended to streamline and consolidate on-boarding programs throughout the department in order to deliver consistent and relevant information to all new hires
* Developed and summarized departmental project management training requirements into concise graphs to measure completion outputs
* Collaborated in the development of a Project Coordinator guide, including role requirements and templates to ensure alignment across all projects and amongst all Project Coordinators within the business unit
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| BaristaFriends Cappuccino Bar and Bakeshop (*Calgary, AB)* | 10/1/2006 — 8/1/2012 |
| * Improved sales by effectively communicating with customers through upselling and delivery of customized orders
* Increased customer retention by providing personalized service that focused on consistent delivery of friendly customer exchanges
* Maintained café standards through coordinating with co-workers on daily and weekly duties
* Improved overall café efficiency by prioritizing assigned tasks according to urgency by demonstrating personal organizational and teamwork skills
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| Summer StudentCedarGlen Homes (*Calgary, AB)* | Summer and Fall — 2008 |
| * Improved client information systems by managing a variety of paper and computer based systems through organizing and maintaining filing systems, updating customer information on the company database and organizing incoming and outgoing mail
* Maintained effective client relationships through both written and verbal communications on a variety of topical questions regarding their purchased home through both verbal and written communications
* Improved office operations by providing administrative and clerical support by demonstrating strong organizational and attention to detail skills
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| **LAura e Houghton****Educational Background** |
| Bachelor of Commerce, Service Management | 2012 — Current |
| Peter B. Gustavson School of Business, University of Victoria (Victoria, BC) |
| Hospitality Management Diploma | 2010 — 2012 |
| Southern Alberta Institute of Technology (Calgary, AB) |
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| Bachelor of Arts, 3 yr., General Studies | 2005— 2009 |
| St. Mary’s University College (Calgary, AB) |

**Activities and community involvement** |

* 2013 TransCanada Big Bike Volunteer Coordinator, Heart&Stoke Foundation of Canada, Calgary, AB
* Christmas Elf, Magic of Christmas, 2011- 2013, Calgary, AB
* Half Marathons – Edmonton 2013 and Okanagan 2013