

## HIGHLIGHTS

- ✓ 10 years of experience in career development sector supporting clients, employers, and associations
- ✓ BAA in Psychology with supplementary training in career-related areas (e.g., psychometrics, group interaction/facilitation, career theory)
- ✓ Qualified Personality Dimensions facilitator trainer (Level 2)
- ✓ Extensive experience in career development sector related projects (e.g., workshops, handbooks, guides, assessment validation)
- ✓ Demonstrated ethical rigor and judgment in handling sensitive information (e.g., assessment results, client files, confidential projects)
- ✓ Comfortable with a variety of computer- and Internet-based programs

## SKILLS PROFILE

### Student Advising, Course Coordination, and Teaching Assistance

- Manage course plans and enrollments for 50+ LearnOnline students
- Advise students and instructors within 15+ courses
- Coordinate logistics for mixed-mode and face-to-face course offerings
- Update and monitor e-learning platform (i.e., Moodle) for functionality, design, and course content
- Provide TA support for LearnOnline and Master-level counselling program instructors

### Facilitation & Testing

- Facilitate workshops and webinars on diverse topics including Personality Dimensions
- Coordinate masters-level, counsellor-in-training assessment services for 3 universities
- Set-up and distribute customized assessment invitation and generate assessment reports
- Develop assessment summary reports and debrief results

### Research, Development, and Writing

- Develop courses, workshops, webinars, handbooks, guides, and reports
- Design focus groups, interview protocols, and mixed-mode surveys
- Collect and analyze data using quantitative/qualitative processes
- Written 30+ career-focused blog articles for Career Engagement
- Assisted *Journal of Employment Counseling* editor including coordination of legacy career theory issue<sup>1</sup>
- Applied APA citation style and provided editing/consulting services to Master's student

### Administration, Finance, and Project Management

- Support administrative/financial tasks including e-commerce platform
- Manage website content, blogs, and social media
- Remit reports for projects and partnerships
- Coordinated ENET<sup>2</sup> membership services and networking/training offerings (2009-2010)

### Technical

- Microsoft Office Suite (e.g., Word, PowerPoint, Excel, Publisher, Outlook) and Internet browsers (e.g., Internet Explorer, Firefox, Google Chrome)
- Web-based collaborative tools (e.g., GoToMeeting, Moodle, Prezi)
- Social media systems (e.g., Twitter, Facebook, LinkedIn)
- Research analysis programs (e.g., SPSS, NVivo) and design software (e.g., InDesign)

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<sup>1</sup> Volume 48, Issue 4

<sup>2</sup> Now BCCDA

## **EDUCATION & CERTIFICATES**

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### **Kwantlen University College**

Bachelors of Applied Arts in Psychology (2007)

### **Life Strategies Ltd.**

Personality Dimensions® Facilitator Trainer (2017)

Foundations for Practice in Educational Vocational Guidance (2011)

Career Development Foundations, Emerging Theories and Models (2009)

B-Level Psychometric Assessment Qualification (2008)

Personality Dimensions® Facilitator (2007)

## **WORK EXPERIENCE**

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### **Manager, Life Strategies Ltd. | April 2017 – Present**

Oversee a variety of internal programs (e.g., LearnOnline) and external projects (e.g., instruction, facilitation, research, and writing) through project planning, development of deliverables, and evaluation of services.

Arrange service logistics and materials in coordination with clients, consultants, instructors, and students.

### **Program Coordinator, Life Strategies Ltd. | March 2011 – April 2017**

Coordinated a diverse set of programs and services for career practitioners, organizations, and individuals.

Supported research, development, and evaluation activities as directed connecting with clients, consultants, instructors, and students as necessary.

### **Project Assistant, Life Strategies Ltd. | July 2007 – February 2011**

Supported a variety of projects through research, writing, and development activities in conjunction with Program Coordinator.

### **Sales Floor Associate, Wal-Mart Canada | April 2001 – April 2007**

Assisted customers with purchases, stocked and merchandised department, and maintained safe practices / working environment and inventory integrity. Supported Department Manager duties (e.g., purchasing) and experience on hiring committee for new store opening (e.g., conducting interviews)

## **AWARDS, ACHIEVEMENTS & HONOURS**

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- Invited guest presenter at Kwantlen's *Student Leadership Conference* (2010 & 2011)
- Recognized contributions in various Life Strategies Ltd. publications
- Provided opportunity to present poster at Kwantlen's *Celebration of Student Learning* event (2007)
- Recipient of the *Wal-Mart Shining Star* award exemplifying exceptional customer service, respect for the individual, and striving for excellence (2005)

## **REFERENCES**

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Available upon request

## WRITING & PUBLICATIONS

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### Academic Journals

- Neault, R. A, Pickerell, D. P., & Saunders, C. M. (2012). Look before you leap: The role of self-employment coaching self-efficacy in facilitating client's success. *Canadian Journal of Career Development, 11* (1), 59-67.
- Neault, R., & Saunders, C. (2012). A review of the Internet: A tool for career planning (3rd ed.). *Journal of Employment Counseling, 49*(1), 43-45.

### Professional Publications

- Maydew, K., & Saunders, C. (2009). Best practices in e-service: Online communities of practice. *The Bulletin*. Available [www.contactpoint.ca/index.php?option=com\\_content&id=823](http://www.contactpoint.ca/index.php?option=com_content&id=823)
- Neault, R., Saunders, C., & Glendinning, F. (2008). Tools to support group facilitation. *The Bulletin*. Available: [www.contactpoint.ca/bulletins/v12-n2/v12-n2b.html](http://www.contactpoint.ca/bulletins/v12-n2/v12-n2b.html)