

# STEPHANIE SOUTER

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## HIGHLIGHTS OF SKILLS & QUALIFICATIONS

### MANAGEMENT / HUMAN RESOURCES

- Conducted orientation for new hires
- Managed payroll & scheduling
- Recruitment & hiring of staff
- Responsible for staff training and development
- Developed job descriptions for bar manager and staff
- Sound knowledge of recruitment and selection, labour relations, compensation and benefits, planning and staffing, occupational health and safety, employment law and training and development
- Planned, arranged, and executed events
- Maintained relationships and managed expenses with distributors
- Resolved conflicts & customer complaints

### ADMINISTRATIVE / FINANCIAL

- Data entry for purchase invoices, sales receipts and accounts receivable
- Responsible for the daily operation of office
- Dealt with internal and external customer service
- Performed filing, data management, and office memos for branch manager
- Proficient in Microsoft Office including Word, Excel, PowerPoint and Publisher
- Reconciled daily bank deposits and maintained balanced cash
- Responsible for scheduling and organizing staff meetings
- Prepared presentations and reports for meetings and managers
- Maintained compliance of mutual fund files
- Provided banking services to clients including answering customer inquiries, reconciling cash, and promoting sales of products and services

## EMPLOYMENT EXPERIENCE

Manager – <u>406 Squadron</u> , North Bay, ON	September 2015 - Present
Book Keeper - <u>Gateway Professional Tools</u> , North Bay, ON	September 2011 – Present
Bartender - <u>406 Squadron</u> , North Bay, ON	March 2009 – September 2015
Owner/Operator - <u>Danuta's Grill House</u> , Powassan, ON	June 2007 – February 2009
Administrative Associate - <u>Freedom 55 Financial</u> , North Bay, ON	April 2001 – March 2008
Bank Teller - <u>Canada Trust</u> , North Bay, ON	May 1998 – February 2001

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## EDUCATION

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Human Resources Diploma (Honours) – <u>Mohawk College</u> , Hamilton, ON	2012 - 2015
Financial Services - <u>Canadore College</u> , North Bay, ON	1997 – 1998
Bachelor of Arts (Honours) Geography - <u>Nipissing University</u> , North Bay, ON	1992 – 1996

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## MEMBERSHIP & VOLUNTEER

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Member of Human Resources Professionals Association	2016 - present
Editor Loon`s Call – 406 Squadron, North Bay	2014 - present
Board of Directors - North Bay Crisis Centre	2005 – 2007

### CERTIFICATIONS:

- Smart Serve (2007)
- Mutual Funds Course (2006)
- Canadian Securities License, Honours (1998)

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## REFERENCES

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Doug Desjardins – Gateway Professional Tools, Owner/Operator	705 495-4906
Mary Rankin – 406 Squadron, Past President	705 845-6354
Debbie Deering – Freedom 55 Financial, Branch Manager	705 472-7790
Shawn O'Donnell – Retired Engineer, Ontario Northland	705 493-1351