








Melissa J Francis

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 MelissaJF_80
 Single, F - DOB: Nov 17, 1980
 Canadian Citizen

EDUCATION

B.S. SOCIAL PSYCHOLOGY
(Human Development)
Park University; Parkville, MO
2014-2019

A.S. SOCIAL PSYCHOLOGY
Park University; Parkville, MO
2010-2012

HIGH SCHOOL DIPLOMA
1998

TEFL certified, University graduate seeking a teaching position. Extensive experience with children and adults. A versatile, high energy individual who is a strategic problem-solver and envisions smart solutions. Hands-on with an extensive background in administration & business complemented by diverse talents in training, technology, and relationship building. Articulate and persuasive with exceptional communication and training skills. Driven, personable and a creative professional.

KEY SKILLS

Teaching & Mentoring
Training & Development
Academic Leadership
Microsoft Office Suite
Budgeting & Management
Payroll Administration
Superior Organisation
Highly Detail Oriented
Classroom Management

CERTIFICATIONS

TEFL 120 hr. (Dec 2019)
University of Toronto

Specialization in:
*Mandarin Speaking Students
* Young Learners

FIRST AID & CPR (Nov 2019)
American Heart Association

AWARDS

**Administrative Professional
of the Year (2018)**

**Presidential Volunteer
Service Award (2009)**

MISCELLANEOUS

Lived & Travelled Abroad
2 years teaching dance
2 years teaching adults
2 years teacher assistant



PROFESSIONAL EXPERIENCE

THE SKYLINE GROUP OF COMPANIES

03/2019–Present

EXECUTIVE ADMINISTRATIVE ASSISTANT TO THE CFO

Is responsible for organizing, coordinating and providing administrative support with the utmost confidentiality. This includes acting as the first point of contact as well as cultivating and managing key relationships both internal and external with integrity and diplomacy.

- Compiles daily priority files and reviews key issues, action items, pending deadlines, briefing notes, reading materials and meeting preparations with the CFO.
- Works with multiple internal departments, as well as other Skyline entities and CFO related entities to get updates on the organization to complete meeting minutes, project timelines, etc. and follow up to accurately organize meetings involving multiple senior executives.
- Conserve the CFO's time by reading, researching, and routing correspondence; drafting letters and documents; collecting and analyzing information; initiating telecommunications. While preparing and editing internal and external letters, faxes, memos and mass emails.
- Uses Business English to ensure all reports and data files are arranged in a manner so as to avoid any inconvenience in business matters.
- Manages expenses and completes expense reports and participates in team meetings and/or committees.
- Perform ad hoc assignments including businesses outside of Skyline, involving research, analysis and documentation of findings or the application of other specialized skills.
- Continually maintains a high level of confidentiality and integrity, co-ordinate the CFO's business and personal schedule, appointments, reservations and travel arrangements.

KELER WILLIAMS REALTY

06/2017–03/2019

TRAINER / OPERATIONS MANAGER / CONTROLLER

In collaboration with the entire Leadership team, worked collaboratively to drive the Market Centre to profitability through growth in market share. Additionally, lead associates to set goals and then engaged associate to keep them on track with their goals.

- Provided professional education training to 200+ Real-Estate agents on a variety of subjects, in a corporate environment.
- Offered private education and
- Led strategic, financial decision-making, ensured appropriate bookkeeping and accounting systems were accurately maintained, monitored Break-even Day, completed weekly soft closes, and closed the books monthly.
- Led a team of multi-disciplinary professionals; Managed teenage interns and positively influenced a wide range of superiors, employees and key stakeholders.
- Maintained exceptional relationship building with the ability to quickly establish credibility, trust & presence.
- Spearheaded the development, communication and implementation of effective growth strategies and processes; actively participated in business development activities and maintained strong relationships with past, present and prospective clients.
- Consulted with associates on shared business-building fundamentals. Oversaw all operations and business activities to ensure they produced the desired results and are consistent with the overall strategy and mission of the company.

CANADA COMPANY, MANY WAYS TO SERVE, TORONTO, ON

05/2016–05/2017

*MANAGER, FINANCE AND ADMINISTRATION AND EXECUTIVE ASSISTANT***Manager, Finance and Administration**

- Analyzed operations to evaluate performance of the operating businesses in meeting objectives and determined areas of potential cost reduction, program improvement or policy change - Prepared budgets for approval, including those for funding.
- Directed, planned and implemented policies, objectives and activities of the various operating businesses to ensure continuing operations, to maximize returns on investments and to increase productivity.
- Negotiated or approved contracts & agreements with suppliers, dealers, federal agencies and organizational entities.
- Was responsible for facilities, operations, all employee matters, including payroll, new hires, terminations etc.
- Developed and maintained timely and accurate financial statements and reports that were appropriate for the users and in accordance with generally accepted accounting principles, provided HR support to include benefit administration
- Developed and maintained financial accounting systems for cash management, accounts payable, accounts receivable, and petty cash, which included reconciling bank and investment accounts. Worked with Procurement, administration of POs
- Established guidelines for budget/forecast and prepared the annual budget in consultation with the President/CEO

Executive Assistant

- Provided support to President and Directors by coordinating logistics in travel, special events and presentations, as well as managed detail-oriented projects. Reported directly to the President, was responsible for the daily operations of the office and managed all administrative responsibilities.
- Extensively managed the President's calendar, coordinated travel and transportation for the Executive Leadership Team, including travel, lodging, passport requirements. Coordinated meetings and events on and off-site, including calendar invitations, catering, venue/meeting room reservations, agendas, signing of contracts and meeting materials.
- Completed and submitted expense reports and reconciled credit card statements for further processing.
- Prepared reports, spreadsheets, meeting minutes, PowerPoint presentations and required documents in a timely manner.

OWNER, BOOKKEEPING AND BUSINESS CONSULTING

H&M CONSULTING

03/2012–Present

Full bookkeeping services including business consulting. Bookkeeper with more than 10 years' experience in full cycle bookkeeping. Providing a variety of services to help businesses stay on track and minimize the need to worry about the "books"

- Accounts receivable and accounts payable, maintain accounts receivable documentation electronically and on paper. Perform bank reconciliation for each account & company and ensure all journal entries posted are accurate
- Maintain a documented system of accounting policies and procedures, organise, plan and implement administrative strategies, forecast cash flow positions, related borrowing needs and available funds for investment
- Ensure that sufficient funds are available to meet ongoing operational and capital investment requirements, manage the preparation of the company's budget. Assist in the formulation of the company's overall strategic direction, engage in ongoing cost reduction
- Create reports, analyze and interpret data, manage the preparation of the company's budget, Report variances from the established budget, Contribute and participate in the annual budget review and monthly forecast

SENIOR EXECUTIVE ASSISTANT/ PERSONAL ASSISTANT TO PRESIDENT AND CEO

PILLAR TO POST, MISSISSAUGA ON

08/2015–05/2016

Corporate, Construction/Home Inspection - Successfully balanced changing demands and schedules within tight deadlines. Always Liaised with all levels and departments of the company while representing the team in a positive and professional manner. Provided complex calendar and meeting management for the CEO. Processed and submitted expense claims and invoices within requisite deadlines. Coordinated travel arrangements, meeting logistics, special events and catering.

BUSINESS MANAGER/ EXECUTIVE ASSISTANT/PERSONAL ASSISTANT

411.CA, TORONTO ON

06/2013–08/2015

Corporate/Start-up, Technology Company - Provided Executive Level Support for four C-Level Executives. Project management as well as administrative oversight. Compiled financial statements, budget documents and financial forecasts. Acted as HR manager, responsible for hiring, discipline, orientations, benefits administration and tracking, payroll and payroll taxes. Developed a Social Media Marketing plan, managed interns and co-op marketing students. Ensured compliance for provincial and federal Information & Privacy Acts.

TEACHING ASSISTANT

NEW BERN CHRISTIAN ACADEMY, NEW BERN NC, UNITED STATES

01/2011–06/2013

Teaching and Education – Assisted in the Designing and implementation of daily lesson plans for classroom of 20 students and young learners. Fostered student curiosity and interest in learning through hands-on activities and field trips. Planned, advertised, and executed a weekly after-school art class open to all students. Met with parents, guardians, administrators, and counselors to address and resolve students' behavioral issues. Established an open-door policy for 7:00-8:00 am parent/teacher conferences three days a week. Developed health and nutrition activities to promote better food and exercise habits.