

JUDITH COREA-JAMEER

Hello:

Are you looking for someone with:

- A broad range of skills and 10 plus years of varied and progressive experiences with Communication disciplines in the banking and call-centre industry?
- Knowledge and experience in teaching, supporting and collaborating with others, including for persons with disabilities?
- Excellent written and oral communication skills including demonstrated ability in creative design?
- A passion for their work and for learning?

If so, then you need look no further. You will see from my résumé in the following pages that I meet all of these qualifications and more. You may also wish to click on the following link to view my website which features my portfolio: <http://melangegroup.tripod.com/sitemap/sitemap.html>

I would very much like to discuss opportunities with you. To schedule an interview, please send an email to my mobile address at: melange_group@live.com or call me at 416-927-6040 extension 8006. The best time to reach me is between 11:30 am and 5:30 pm any day, but you can leave a voice message at any time, and I will return your call.

Thank you for taking the time to review my résumé. I look forward to talking with you.

Sincerely,

Judith Corea-Jameer

JUDITH COREA-JAMEER

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SUMMARY OF STRENGTHS

I am a highly self-motivated individual who combines enthusiasm with a strong work ethic to provide outstanding service. I thrive on dealing with a variety of challenges and use strong communication and problem-solving skills (from both a logistical and technical level) to build and maintain an efficient working environment while building robust collaborative team relationships. My demonstrated strengths include: an ability to guide users of adaptive technologies in learning how to make optimal use of new software and assisting them with their hardware troubleshooting needs, detail-orientation with strong decision-making skills, an ability to promote team synergies and sharing of knowledge, a commitment to continuous improvement, development and growth.

WORK HISTORY

BMO BANK OF MONTREAL

Senior Direct Banking Manager (Online Banking)

April 2008 - present

Managing the Commercial Online Banking team and provide support to the Business Direct Service phone team leaders. Responsible for assisting with job applicant interviews and selection of candidates, training, coaching, performance tracking, schedules, escalations, logistics coordination and information dissemination. Built and continues to maintain a centralized database of inter-department processes and responses to common commercial banking inquiries received via bmo.com and online banking. Set up a staffing shortage contingency plan which involved cross-training interested employees from the Business Direct Service phone team and from the Personal Banking Online teams. Participated in providing feedback and UAT for our Customer Interaction Management software implementation project and provided data and configuration needs. Coordinated our team's support work for the new Employee Referral Opportunity Line (EROL) pilot and provided twice weekly reports to the EROL project team. Liaised with various areas across the bank as needed (legal, marketing and communications departments) to achieve resolutions to customer issues. Good knowledge of Cash and Treasury Management products and Capital Markets services. Achieved Exceptional rating on Personal Performance Assessments (PPA's).

Direct Banking Manager (Online Banking)

2001-March 2008

Provided quality customer service with ownership for first point of contact resolution for Direct Banking clients. Built and enhanced customer relationships by providing value-added services while helping to grow BMO's share-of-wallet. Identified and tracked trends, issues and advocated for our customers. Provided constructive coach backs to team members and support areas and ensured that any new knowledge is shared. Presented helpful improvement ideas to my Team Leaders. Team members relied on me for quick and accurate solutions to complex customer problems. During this time I provided one month of cross-support for the Finance and Performance Management team, while one of our support staff there was on extended vacation. In March 2007, I was promoted to Business Direct Banking and I brought best practices with me which I implemented to help my new team work more efficiently and effectively.

Administration – Program Office (Customer Value Management)

2000 - 2001

Provided administrative, logistical, technical and instructional support to the Vice-President, Program personnel and external consultants and their meetings. Conducted Software research; provided recommendations and implementation for group. Developed and reconciled various project logistics reports (weekly, monthly, annual). Created PowerPoint presentations for Customer Value Management (CVM) meetings and for CVM office presentations to the Management Board Executive Council (MBEC). Managed logistics for CVM meetings & MBEC and other executive meetings. Maintained Organization charts and Resource charts.

Accomplishments:

- Provided assistance in identifying administrative functions for the Program Office, developed and distributed a Processes Guideline book for CVM Personnel. Set up, then maintained the processes/workflows to support the Administrative functions: e.g. staffing, relocations, vacations, Expenses, invoice payments, (HGL) General Ledger reconciliation, communications, premises, secretarial duties, etc.

- Assisted with the design and implementation of the CVM Program Office Web Database. Provided basic technical support for Program Office personnel. Set up new users/workflows and performed troubleshooting where required. Maintained database and Access Control List.
- Designed and set-up the CVM Program Projects filing system and workflows to support filing maintenance. Designed format for all CVM proformas/templates including the CVM Meetings Schedule, Contact List, Vacation Schedule, Personnel profiles, Memos, Expense processing, etc. (MS-Word, Excel, PowerPoint, Visio, MS-Project, Lotus)
- Successfully trained and managed summer student in Administrative Assistant capacity.

Research Analyst (mbanx Business Services)

1999-2000

Researched developments in e-business for Senior Manager. Created reports, surveys, web documents and prepared PowerPoint presentations for business case presentation meetings. Created and maintained research logs and document filing system for department on shared drive.

Volunteer Chairperson – Diversity/Workplace Equity (Affinity Group)

1999 – present

Facilitate affinity group meetings when needed and complete/escalate Actions/Issues and then update Actions/Issues tracking log. Present research information and disseminate group feedback to Diversity Workplace Equity partners. Prepare and distributed meeting agendas and minutes. Provide Subject Matter Expertise and support for the group’s usage of adaptive technologies. Keep abreast of the latest developments in technology and investigating how they can be harnessed to assist the deaf person in the workplace. Maintain a network/list of resources within the company and externally. Coordinate WAVES participation at internal and external Diversity events for BMO.

Accomplishments:

- Conducted research on emergency procedure upgrades and emergency lighting installation. Presented the results to the group with recommendations sent to Building Security for future implementation. Findings were presented by the office of Diversity Workplace Equity to the BMO Management Board Council Roundtable.
- Organized the bank’s first presentation at the annual Mayfest event at the St. Lawrence North market in May 2000 and then coordinated it annually to the present date. It is an annual presentation of BMO Bank of Montreal to the Deaf and Hard of Hearing community.
- Was interviewed for an article in the June 2001 issue of First Bank News, which covered Workplace Equality Initiatives. Also participated in an interview of BMO employees by the Canadian Human Rights Commission auditor – June 2001. Have been quoted a number of times over the years in various internal publications. Was interviewed by Business News Network in a segment that aired on TV in June 2007.
- Coordinated an update of BMO Bank of Montreal’s Job Accommodation Guidelines and over the years taught Introductory American Sign Language Lunch and Learn classes.
- Assisted with setting up affinity group members with their new Blackberry devices including enterprise activation. Whenever a member of the group experienced difficulty with their adaptive technology they came to me for quick resolution and Help Desk coordination.

EDUCATION

Corporate Communications Diploma	CENTENNIAL COLLEGE
American Sign Language - Level One	CANADIAN HEARING SOCIETY
Visio Pro & MS Project	PBSC COMPUTER TRAINING CENTRE

OTHER SKILLS AND QUALIFICATIONS

Writing, copy-editing, media relations	Marketing, events planning	Crisis management, business planning
Microsoft Office (Adv.), Graphics Design	Desktop Publishing/Quark	OSSD Business Certificate
Lotus Notes Database Management	Video editing	ACCPAC
Digital Imaging, Adobe Photoshop&Corel	MS Project/Visio	Website creation (HTML, Cold Fusion)