

## EXECUTIVE SKILLS SUMMARY

- ⇒ Former Traffic Commentator – CBO Radio – 5 years and Radio Announcer - Private radio – 5 years;
- ⇒ Write, edit, and proof communications: Radio / TV commercials and Public Service Announcements (PSA), corporate video scripts, media releases, communications plans, courseware, marketing collateral, print advertising copy, proposals, reports, letters / e-mails, PowerPoint presentations, newsletters and articles etc.;
- ⇒ Narrator / Actor – on and off-camera for corporate videos, CD-ROMs, Websites, radio and TV commercials, on-hold & voicemail;
- ⇒ Certified Instructor / Facilitator – Langevin Learning Services; instructor and course designer for "Becoming a Voice Actor" course;
- ⇒ Excellent telephone and interpersonal communications skills;
- ⇒ Plan, coordinate and / or M.C. small or large-scale events such as courses, concerts, trade show booths, workshops, seminars, presentations, meetings, media events etc..

## ACHIEVEMENT HIGHLIGHTS

- For Commercial on Hold Marketing (COHM), voicemail and 'on-hold' voice for Rogers Canada, National Gallery of Canada, Canada Post, CIBC/President's Choice Financial / Amicus, The Shopping Channel, Ottawa Int'l Airport, plus many others for 20+ years;
- Writer and teacher "Becoming a Narrator" course at Algonquin College – Winter 2010/11; Fall 2011; Winter 2013 and "Becoming a Voice Actor" privately – Fall 2013 and 2014, spring 2014 and 2015, Fall 2016 and 2017, Fall and Spring 2018;
- Wrote and delivered Narration Basics courses; coach individuals in vocal development and presentations;
- Wrote script for the Natural Resources Canada program "Geomapping for Energy & Minerals" recruitment video;
- Wrote English script and produced English and French radio Public Service Announcements for the "Aboriginal Treaties" Exhibition – Library and Archives Canada;
- Wrote and narrated 2 television commercials for a hi-tech training company; and one for a Halifax law firm; wrote corporate videos for the National Capital Commission, Canadian Tire and Royal Bank; E-learning Voice Actor - Progressive Muscle Relaxation & Stress Response - National Defence Continental Productions Narrated 2 ACTRA award-winning radio programs – "The Romance Novel" – CBC "Ideas" and "The Plague" – CHEZ-FM;
- Coordinated a 9-city media launch of a major research publication garnering 150 media exposures within 24 hours;
- Coordinated media exposure and made presentations on behalf of ACTION PARAMEDICS, which secured funding and petition names, assisting in successfully bringing Paramedics to Ottawa-Carleton;
- First female radio announcer in Castlegar, B.C.

## FREELANCE NARRATION, WRITING, ON-CAMERA AND PRESENTATION WORK

1990 – Present	<i>Virtual Receptionist</i> – Voice-mail and On-Hold services, COHM Technologies. Clients include Rogers - 'Susan' - Shopping Channel, PC Financial/Mastercard, Canada Post, Chapters Indigo, Chateau Whistler Resort, National Gallery of Canada plus many more across North America, Bermuda, Barbados and Brazil.	
2020 <b>TV Documentary</b>	<i>Voice Actor</i> - "Magdalena" – "Skindigenous" – Aboriginal People's Television	Affinity Studios
<b>E-learning</b>	<i>Voice Actor</i> – Retirement Homes Regulatory Authority, <i>Behaviour Management</i>	Bartmart
<b>E-learning</b>	<i>Voice Actor</i> - Progressive Muscle Relaxation & Stress Response - National Defence	Continental Productions
2019 <b>E-learning</b>	<i>Voice Actor</i> – Retirement Homes Regulatory Authority, <i>Compliance Assistance Module on Emergency Planning</i>	Bartmart
<b>Radio PSAs</b>	<i>Voice Actor / Producer</i> Toronto and Ottawa African Music Festivals	Vocal Dynamo Productions
<b>Video</b>	<i>Voice Actor</i> – 9 explainer Web videos - Elections Canada 2019 Voter Information - General Assembly Production Centre (G.A.P.C.)	
	<i>Voice Actor</i> – <i>What is the Canadian Technology Accelerator?</i> Global Affairs Canada - R&D Creative -	G.A.P.C.
	<i>Voice Actor</i> - <i>Walking Tour for Exhibitors</i>	Canadian Museum of History
	<i>Voice Actor</i> - <i>How to Expunge Your Record</i> - Parole Board of Canada - R&D Creative	G.A.P.C.
2018 <b>Video</b>	<i>Voice Actor</i> – 4 videos - CETA - Global Affairs Canada, R & D Creative	G.A.P.C.
<b>TV</b>	<i>Voice Actor</i> – 2019 Federal Election Test - Elections Canada – Acart Advertising	G.A.P.C.
<b>Video</b>	<i>Voice Actor / Producer</i> – Sivic.app Animation Video - Voices.com	Vocal Dynamo Productions
<b>Radio</b>	<b>Commercial</b> – <i>Voice Actor / Producer</i> Ottawa African Festival 2018	Vocal Dynamo Productions
<b>E-learning</b>	<b>Video</b> - <i>Voice Actor / Producer</i> – "Firefighter Evaluator Training"	Dept. of National Defence
<b>Presentation</b>	<i>Presenter</i> – "Presenting...YOU! For IM Professionals" ARMA 2018 Spring Conference	Verney Event Management
<b>Videos</b>	<i>Voice Actor</i> – "One GC" (3 versions) – Treasury Board of Canada	G.A.P.C.
2017 <b>Workshop</b>	<i>Creator/Facilitator</i> – 'Your Voiceover Launch'	Fat Dog Productions
<b>Presentation</b>	<i>Presenter</i> – "Presenting...YOU! For IM Professionals" ARMA 2017 Conference	Verney Event Management
<b>E-learning</b>	<i>Voice Actor</i> - Integrated Management System (IMS) 2017 – Transport Canada	Fat Dog Productions
<b>Telephony</b>	<i>Virtual Receptionist</i> – Airex and Octacom	BluArc Communications
<b>Video</b>	<i>On-Camera</i> – Nurse – Physician-Patient Communication Course - Canadian Medical Protection Association (C.M.P.A.)	
2016 <b>Announcer</b>	Recipient biographies announcer - Prime Minister's Awards for Teaching Excellence - 2017 & 2016	
2015 <b>Telephony</b>	<i>Virtual Receptionist</i> - Parry Communications Systems	Voices.com
	<i>Virtual Receptionist</i> - Billet Precision Systems	In-house production
<b>Video</b>	<i>Voice Actor</i> – Web video – "International Anti-Cartel Day" - Competition Bureau - R&D Creative	Bartmart
	<i>Voice Actor</i> – "Stick Mom" – Animated video for "Online Mail" & "CRA's Mobile App" - Canada Revenue Agency –	
		R & D Creative - G.A.P.C.
2014 <b>Video</b>	<i>Producer</i> – Military Personnel Management Capability Transformation (MPMCT) / Guardian	Dept. of Nat. Defence
	<i>Voice Actor</i> – Fall 2014 Webinar – <i>MPMCT: Changing the Way we do Business</i>	DND
	<i>Voice Actor</i> – Four 'callers' with varying accents – Service Canada	Webvoicer Productions
	<i>Voice Actor</i> – "Welcome to Canada" – Canada Border Services Agency – R&D Creative	Bart Mart Productions

2013	<b>Video</b>	<i>On-Camera</i> – Senior Nurse – “Disruptive Behaviour”	C.M.P.A.
	<b>Video</b>	<i>Narrator</i> – SAMSCA: Long MOA – Otsuka Canada Pharma. Inc.	G.A.P.C.
	<b>E-learning</b>	<i>Voice Actor</i> – Animated training video – National Defence	G.A.P.C.
	<b>Video</b>	<i>Voice Actor / Avatar</i> – “Online Training” - National Defence	G.A.P.C.
2012	<b>Web Video</b>	<i>Voice Actor</i> – “How to...for cars”	Bart Mart
	<b>On-camera</b>	<i>Actor</i> – “Head Nurse Elizabeth” – “ <i>The Dream Team</i> ”	C.M.P.A.
	<b>Video</b>	<i>Voice Actor</i> – 5 “Force One” videos – National Defence	Continental Productions
2011		<i>Voice Actor</i> – “ <i>Strategic Plan 2012-17</i> ” – Algonquin College	G.A.P.C.
		<i>Voice Actor</i> – Canada Mortgage and Housing Corporation’s <i>2011 Mortgage Consumer Survey</i>	Bart Mart
2010		<i>Voice Actor</i> – “ <i>Canada’s Creative Economy Capital</i> ” – OCRI	G.A.P.C.
	<b>E-learning</b>	<i>Voice Actor</i> – “ <i>Welcome to BCD Online Tutorial</i> ”	Foreign Affairs and International Trade
	<b>Web Videos</b>	<i>Voice Actor</i> – “ <i>Welcome to Canada</i> ” Web videos for Mexico and Czechoslovakia –	Citizenship & Immigration Canada – G.A.P.C.
2009	<b>Video</b>	<i>Writer</i> – “ <i>Geomapping for Energy &amp; Minerals: Partnering for Northern Prosperity</i> ” Web video	Natural Resources Canada
	<b>Video</b>	<i>Actor</i> – On-camera – <i>Canada Post safety training video</i>	Stonehaven Productions
		<i>Voice Actor</i> – “ <i>CODE: Development through Education</i> ”	G.A.P.C.
2008		<i>Voice Actor</i> – <i>Jumpstart Program</i> - The War Amps	War Amps
2007	<b>Radio</b>	<i>Writer / Producer</i> – “ <i>Spirit &amp; Intent: Aboriginal Treaties</i> ” exhibition PSA	Library and Archives Canada
		<i>Voice Actor</i> – 2 PSA’s – Team Royal Lepage Home & Garden Tour for Chrysalis House	Sound Venture
2006	<b>Video</b>	<i>Actor</i> – Off-Camera – Several personas – Training video – Canada Customs	Image Tree Studios
2005-06	<b>Audio</b>	<i>Voice Actor</i> – Cassettes for Blind – Tax Forms & Guides – Canada Revenue Agency	Sound Venture
	<b>TV</b>	<i>Voice Actor</i> – (2) Radio Commercials – Canada Mortgage & Housing	Acart Advertising
2004	<b>Video</b>	<i>Voice Actor</i> – Training Video – National Bank of Canada	Swat Films, Montreal
	<b>TV</b>	<i>Voice Actor</i> – 7 Commercials - Beechwood Cemeteries	Christine Mercier Productions
		<i>Voice Actor</i> Web demo – <i>eAppraisal Healthcare</i>	Halogen Software
		<i>Voice Actor</i> PSA - TV – The War Amps “ <i>Jumpstart</i> ” program – National	War Amps
		<i>Actor</i> – On-camera - “License to Grill”	Knight Productions
		<i>Voice Actor</i> – CD-ROM – Status of Women Canada	Reel Impact Video
		<i>Voice Actor</i> - PSA – Learning Disabilities Association of Canada	Delta Media / G.A.P.C.
2003	<b>PSA</b>	<i>Voice Actor</i> - PSA – Radio – The War Amps “ <i>Keytag</i> ” program – National	War Amps of Canada
	<b>WEB</b>	<i>Voice Actor</i> – Web demos – “ <i>eAppraisal &amp; eAppraisal Healthcare Software</i> ”	Halogen Software
	<b>TV</b>	<i>Voice Actor</i> – Commercial – “ <i>Canada Day in the Capital</i> ” – N.C.C. -CBOT	Carleton Productions
2002	<b>CD-ROM</b>	<i>Voice Actor</i> – Instructional CD for nurses - Soc. of Oby/Gyn. Of Canada	Total Creation Productions
	<b>Video</b>	<i>Voice Actor</i> – Educational Video (30,000 copies) – The Senate of Canada	Senate Communications
	<b>TV</b>	<i>Voice Actor</i> – PSA – <i>Ringette</i> – Canadian Ringette Association	Reel Impact Video
2001	<b>TV</b>	<i>Voice Actor</i> – PSAs – <i>Perimenopause &amp; Menopause</i> - Soc. of Oby/Gyn. of Can.-1 Radio / 1 TV	Total Creation
		<i>Voice Actor</i> - <i>Bali Furniture</i> - 2 commercials – CJOH & CBC TV	Reel Impact Video
		<i>Voice Actor</i> - Two PSA’s – “ <i>Global Climate Change</i> ” – Volunteer Central Registry - 1 Radio/1 TV	G.A. P.C.
1999	<b>TV</b>	<i>Writer / Voice Actor</i> - 2 commercials - Delcom International	CBC Television Productions
	<b>CD-ROMs</b>	<i>Voice Actor</i> - <i>Crane Operator Instructions</i> - Ontario Engineering Society	G.A.P.C.
		<i>Voice Actor</i> - <i>Agri-Can Services</i> - Agriculture Canada	Archaemedia
1998	<b>TV</b>	<i>Writer</i> – Commercial – Boyne, Clarke Lawfirm, CBHT-TV – Halifax	
1997	<b>TV</b>	<i>Host</i> – Corporate video, on-camera – “ <i>Child Care Council of Ottawa-Carleton</i> ”	Bull & Fish Productions
		<i>Voice Actor</i> – Corporate video, off-camera – “ <i>Ottawa-Carleton Safety Council</i> ”	“ “ “
<b>CORP. VIDEOS</b>		<i>Voice Actor</i> – Training video, Dept. of Transport -	CD Rom, Autoskill, Image Projection Studios
		<i>Voice Actor</i> – <i>Introduction to Canadian Exporters’ Awards Presentations</i>	MTR Productions & G.A.P.C.
1995 – 96		<i>Voice Actor</i> – Audiocassette for the Blind	Human Resources Development Canada, T-Base
1997		<i>Writer / Narrator</i> – Corporate videos, off-camera – “ <i>All Events Party Planning</i> ”	Reflections Video
		“ <i>The Rideau Canal Skateway: Keep the Love Alive</i> ” – National Capital Commission (N.C.C.) & The Royal Bank Group &	
		“ <i>Canada Day Family Celebration Contest</i> ” – N.C.C. & Canadian Tire, Theresa Seguin Productions (1995 & 1996 productions)	
		<i>Actress</i> – Commercial – on-camera – <i>MacArthur Renovations</i> , CBOT-TV. Narrated many commercials off-camera for CBOT from 1985 - 1995	
1984 – 94		<i>Host</i> – Introductory video – on-camera - “ <i>The Meridian Telephone System</i> ”,	Bell Northern Research
		<i>Anchor</i> – Video newsletter - on-camera - “ <i>NucleoNews</i> ”, Atomic Energy,	R. Charbonneau Productions
		<i>Presenter</i> – Industrial video - on-camera - “ <i>Policy of Recognition</i> ” – Treasury Board of Canada, Mainstreet	Productions
		<i>Voice Actor</i> – Off-camera - Introduction to “ <i>Rest and Relaxation</i> ”. Others include Eastern Breeders, Department of Transport, Canada Parks, Health & Welfare Canada, Official Languages Commission, and many more.	
<b>RADIO</b>		<i>Narrator</i> – “Romance Novels”, CBC FM – “Ideas” – ACTRA Award winning 3 part series.	
		2 Radio dramas – CHEZ-FM, one ACTRA Award winning.	
		<i>Writer / Broadcaster</i> – Wrote, edited and broadcast tape documentaries, including a 13-week series, “To Your Health”, CBC AM Network	

1989 – 1990	<i>Fill-in Announcer</i> – Host - “The Bert Adkins Show”, “CBO Morning”, “Radio Noon” and “All In A Day”; local FM weather and entertainment inserts; News Reader – “Radio Noon” & “All In A Day”
1984 – 1990	<i>Traffic Commentator</i> – CBO Radio
1981 – 1983	<i>Announcer / Host</i> – CHIM-FM, Kelowna, B.C.
1979 – 1981	<i>Announcer / Host</i> – CKQR- AM, Castlegar, B.C.

**RELEVANT WORK EXPERIENCE**

<i>Various Communications Positions</i> – Federal Government, Ottawa	Aug. 07 – Present
<i>Instructor</i> – “Becoming a Voice Actor” course – COHM Technology and Fat Dog Productions	Sept. 12 - Present
<i>Instructor</i> – “Becoming a Narrator” course – Algonquin College	Sept. 10 – May 12
<i>Owner</i> – Vocal Dynamo, Ottawa	Oct. 06 - Present
<i>Sr. Account Manager</i> – Itplanit Services Corp., Ottawa (Part-time)	Sept. 05 – Jun 07
<i>Sr. Trainer</i> – Iron Horse Security & Investigations, Ottawa (Part-time)	Nov. 03 – May 06
<i>A/Talent Agent</i> – First Stage Talent & Casting Agency, Ottawa (On-call, Part-time)	Aug. 03 – Dec. 06
<i>Account Manager</i> – Griffin Computer Training & Consulting, Ottawa	March 02 – May 02
<i>Co-op Officer</i> – Praxis Training Institute, Ottawa	Aug. 00 – June 01
<i>Account Executive / Marketing Coordinator</i> - Delcom International (A division of TMI), Ottawa	Sept. 98 – Apr. 99
<i>Communications Specialist / Event Coordinator</i> - by dEsign Consultants, Ottawa	Oct. 97 – Dec. 97
<i>Media Consultant</i> - Canadian Institute of Child Health, Ottawa	Sept. 94 – Nov. 94
<i>Media Coordinator</i> – Advanced Coronary Treatment (A.C.T.) Foundation, Ottawa	Feb. 91 – Aug. 94
<i>Traffic Commentator</i> – CBO Radio, Ottawa	May 84 – June 89
<i>Swing Announcer / Host</i> – CHIM-FM, Kelowna, B.C. (Incl. hosting a Classical music show.)	Feb. 81 – Nov. 83
<i>Swing Announcer / Host</i> – CKQR, Castlegar, B.C. (First female radio announcer in Castlegar)	Aug. 79 – Feb. 81

**TECHNICAL SKILLS**

- Radio / TV / print production.
- End-user – Advanced MS Office 2016, 7 / 2003/ 2000 / 97 with Windows 10, XP/95/98/NT 4. Input at 65 WPM. Also, WP 5.1, 6, 7 & 8.
- Working knowledge of computers, printers, graphics, pictures, logos, photocopiers, E-mail, fax, Internet, voice-mail and scanners with OCR; Broadcast equipment such as control boards, tape machines, VCRs, etc.
- Database management: MS CRM, Goldmine, Word merges; some Access; Proposal Automation Suite. E-mail list management.

**EDUCATION**

**Diploma** Broadcast Communications (Radio) - B.C. Institute of Technology - Burnaby, B.C.

**EXTENDED EDUCATION**

• Project Planning Breakthroughs	Priority Management
• Prosci Change Management Certificate	AdPro
• Managing Projects with Microsoft Outlook	Priority Management
• Plain Language Workshop	Transport Canada
• Live, Laugh, Learn Faculty Retreat	Algonquin College
• News Release & Media Lines Refresher course	Natural Resources Canada
• Strategic Risk Communications Training	Health Canada Learning Services
• Working Smart with Microsoft Outlook	Priority Management
• Teaching English as a Foreign Language Certificate (TEFL)	University of Ottawa
• Certified in First Aid & CPR until 2008	Red Cross
• French as a Second Language	Algonquin College
• Advanced MS Word 97	Griffin Computer Training & Consulting
• Certified Instructor / Facilitator / Trainer	Langevin Learning Services
• Advanced Instructional Techniques & 25 Ways to Add Excitement to your Training	Langevin Learning Services
• Instructional Techniques for New Instructors & 25 Creative Ways to Enhance Training	Langevin Learning Services
• Training 101: All the Basics	Langevin Learning Services
• The Proposal Automation Suite & The RFP Express	Pragmatech Software
• PowerPoint 6 – Levels 1 & 2	PBSC
• Taking Care of Business: Strategies for Identifying, Overcoming and Managing Conflict”	Grace Hospital
• French As A Second Language	Algonquin College, University of Ottawa
• Public Relations	Carleton University
• Portable Video Production (Honours)	Carleton University
• Introduction to Television	B.C. Institute of Technology

**MEMBERSHIPS / CERTIFICATES / AWARDS / VOLUNTEER**

M.C. – Arc-en-ciel Interfashion Show	February 2017
M.C. – ‘Mediterranean Melodies’ – Fundraiser for Agudath Israel Synagogue – Wrote script & co-hosted	Nov. 2005
Joint Occupational Health and Safety Committee and Employee Satisfaction Committee – Iron Horse Group	2005-06
Volunteer Board Member – Akiva Evening High School	2003-06

**MEMBERSHIPS / CERTIFICATES / AWARDS/VOLUNTEER (CONT'D)**

Canadian Showcase Chorus - Member - 4-part harmony choir	1997-99
Canadian Public Relations Society (CPRS) – Member	1991-95
Alliance of Canadian Cinema, Television and Radio Artists (A.C.T.R.A.) - Member	1984- 91
Grade 8 Piano – Royal Conservatory of Music	
Girl's Hi-Y Award – Gr. 12 – Woodroffe High School, Ottawa	