

Theodora Bradley

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PROFESSIONAL PROFILE

- Completed Olds College Land Agent Program 2 year Diploma
- Interim Land Agent License
- Commissioner of Oath
- Student member of CAPL
- Recipient of CAPL Scholarship
- Recipient of Jason Lang Scholarship
- Current H₂S Ticket
- Positive, self-motivated, hardworking with excellent organizational, communication skills.
- Extensive experience dealing with disgruntled customers and achieving positive results.
- Avid learner striving to better self.
- Communication skills (negotiating, problem resolution, training and teaching)

CUSTOMER SERVICE SKILLS

- Provided information to customers in an effective and timely fashion
- Effected face to face and telephone sales to customers
- Developed innovative ways to resolve conflicts that assisted in handling difficult customers
- Analyzed and processed customer requests

LEADERSHIP AND COMMUNICATION SKILLS

- Communication skills (negotiating, problem resolution, training, teaching etc.)
- Developed and implemented a comprehensive procedure manual utilized in training and coaching staff members
- Excellent time management and prioritization skills due to the diverse nature of job position
- Conducted training seminars for peers and staff members

EMPLOYMENT SUMMARY

GSI (GEOPHYSICAL SERVICE INCORPORATED)

2007- 2009

Data Coordinator

- Liaise with clients regarding transcription and delivery of licensed and/or proprietary data
- Ensure client requests are valid and processed; data is correct and delivered
- Coordinate data to be delivered to processing centers for reprocessing
- Ensure license, lease and supplemental agreements are in place

HUSKY ENERGY

SUMMER 2006

Surface Land Department

- Analyzed and processed surface leases into CS Explorer
- Road Use project dealing with billing of clients
- Responsible for the management of legal and registered survey plans
- Job shadowing of Land Agent duties

TELUS MOBILITY

1996 – 2005

Corporate Accounts, Clients Service and Activations Representative

- Interacted with clients, requiring assistance, regarding features, activation, enhancements, processes and procedures, always in a timely, concise and professional manner
- Excellent time management and prioritization skills, due to the diverse nature of the position
- Prime contact for the Electronic Serial Number change report
- Responsible for training other professional within the group, as required
- Developed and implemented comprehensive procedure manuals for training purposes
- Provided day to day scheduling, direction and training in a positive manner
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- Coordinated and supervised merchandising, statistical reporting, inquires, reconciliation, and problem solving functions

CITY OF CALGARY

1992 - 1995

Waterworks and Utility Contract Clerk

- Provided customer service specifically to address difficult client issues.
- Analyzed and processed customer requests for water and sewer line locations
- Responded to emergency call effectively and efficiently
- Scheduled and dispatched field personnel to site locations

OTHER EXPERIENCE

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| ▪ Land Acquisition Club
Secretary | ▪ Telus Employee Network
– Volunteer | ▪ Agriculture Society
Farmer Market |
| ▪ Youth Justice Committee
Northern Hills Community
Association | ▪ Northern Hills Community
Association Soccer Coach | |

EDUCATION

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| ▪ Olds College, Land Agent Diploma | 2007 |
| ▪ University of Calgary, Management Certificate | 1986 |
| ▪ Olds College, Floriculture Diploma | 1980 |

PROFESSIONAL DEVELOPMENT

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| ▪ H ₂ S Alive | ▪ Canadian National Billings Systems |
| ▪ PC Windows XP | ▪ Supervision/Merchandising |
| ▪ Microsoft Office: Word, Excel, PowerPoint, Outlook | ▪ Achieving Extraordinary Client Relations |
| ▪ Sales Through Service | ▪ Change Management |
| ▪ Technical Writing | ▪ Effective Business Communications |
| ▪ Managing Collections Experience | ▪ Corporate Hierarchy |
| ▪ Security Awareness | ▪ I – Web Data Services |
| ▪ Mainframe Billing Systems | ▪ Total Quality Tools |

REFERENCES: Available upon request