**Nikki Maye Vinzon**

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**Skills**

* Customer service
* Microsoft Word/Outlook/Excel
* Clerical
* Flexible & Adaptable
* Analytical skills

**Work Experience**

**Correctional Service Canada** – Ottawa, ON (Sept 2021-Present)

*Junior ATIP Analyst (PM-02)*

* Demonstrated responsiveness of feedback from reviewed files and took account suggestions from senior management.
* Liaised effectively with ATIP liaisons, ATIP coordinators and senior management on emerging issues about ATIP requests.
* Efficiently critically reviewed and analyzed ATIP request files, and redacted information under the ATIP mandates, Privacy Act, and Access to Information Act.

**Correctional Service Canada** – Ottawa, ON (July 2020-Sept 2021)

*Business Manager Assistant (CR-05)*

* Used critical thinking to break down problems, evaluate solutions and make decisions for benefit of organization by following mandates.
* Liaised effectively with project authorities, directors, contracting officers, and stakeholders to inform of future objectives of outstanding files.
* Created meeting spreadsheets and chaired meetings with senior directors and contracting officers and informed, reviewed, and updated files every two weeks.
* Identified issues such as work overload in team, analyzed information on how to provide support and solved the issue by advocating for more staff in the regions to manage files.
* Carried out day-day-day duties accurately and efficiently such as reviewing contract requests, providing expense reports, managing inbox efficiently, and filing detailed information on 300 contracts in shared spreadsheet.

**Correctional Service Canada** – Ottawa, ON (September 2018-August 2019)

*Student Placement/Junior Project Officer (CR-04)*

* Conducted quantitative and qualitative analysis and presented results.
* Prepared a variety of different written communications, reports and documents to ensure smooth operations.
* Demonstrated respect, friendliness, and willingness to help wherever needed by supporting project coordinator with assignments.
* Achieved project deadlines by coordinating with team and stakeholders to manage performance.
* Created an effective self-study tool with a colleague to ensure efficient learning was available for stakeholders.

**Hostess**

*Montana's Cookhouse & Bar, Brampton, ON*

* Watched dining area staff to evaluate server loads and calculate accurate wait times.
* Supervised server balance and monitored table turnover to accurately seat customers and keep customers happy.
* Assisted FOH and BOH staff with preparing for events, coordinating smooth execution to maximize guest satisfaction.
* Took reservations by phone and walk-in, keeping scheduling demands and kitchen output in time to avoid overbooking.
* Supported servers, food runners and bussers with keeping dining area ready for every guest.

**Education**

**Bachelor of Arts (B.A: Criminology and Criminal Justice)** (September 2016-April 2020)

*Carleton University - Ottawa, ON*

* Specialized in Psychology
* Minor in Sociology

**Volunteer Experience**

**Student Association -** Ottawa, ON (February 2019-April 2020)

*VP of Operations*

* Liaised with committee directors and president on logistics and operations of association.
* Supported efficient meetings by organizing spaces and materials, documenting discussions, and distributing meeting notes.
* Worked closely with president to implement mandate of association such as voting system for presidency, outlined duties of committee directors and members, and club objectives.
* Created spreadsheet of 30 members, sponsorship package and sent monthly newsletters about activities hosted ensuring maintenance of association members.
* Conducted 15 interviews with participants to assess eligibility in hiring executive members for association.

**Certifications**

* Smart Serve (valid June 2018)