

# Lisa Vandepol

312-3311 Kingston Road, Scarborough, Ontario M1M1R1

Phone: 289-830-2585 Email: Lisa.Vandepol@rogers.com

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## Related Skills and Abilities

- 'Jack of all Trades' 'Gap Filler'
- Proficient verbal and written communication skills
- Excellent knowledge of Microsoft Office, Experience with Mac
- Able to multi-task in a fast paced work environment, prioritize and meet deadlines
- Demonstrate leadership when appropriate
- 10 years of customer service experience
- Ability to boost morale with positive attitude
- Continuous Improvement Advocate

## Relevant Experience

### Customer Service Associate

July 2013 – Present

UV Pure Technologies – Scarborough, ON

- Provide excellent customer service to vendors, distributors, engineers, technicians and end users
- Process orders, provide quotes, arrange worldwide shipping, advise on lead time
- Basic technical support, perform UVT tests and backup for shipping
- Maintain social media accounts(Twitter, Facebook & LinkedIn) and update website using Wordpress
- Update online tools, such as Extreme Locator, iContact, SalesForce & 3dCart
- Practice lean administration and doing 2 second improvements to eliminate waste
- Create and update procedures for administration and production
- Run daily, weekly and monthly sales reports
- Schedule and lead meetings
- Write and revise policies and procedures

### Restaurant/Event/Travel Blogger

April 2012 - Present

It's Not Just About the Food

- Posted almost 300 blogs and written over 500 reviews
- Storyteller about experiences, not just facts
- Invited to write about, run contests and attend events by PR companies, such as Toronto Festival of Beer, Gourmet Food & Wine Festival and the Great American Beer Festival
- Grateful to be invited to Colorado by the Colorado Tourism Board to promote food and beer tourism in and around Denver

### Administrative Assistant(Contract)

January 2013 – May 2013

Honeywell Building Solutions, Solution Design Centre – Markham, ON

- Compiled and shipped product documentation packages and engineering drawings for projects in North America on time while meeting quality standards
- Set up and managed projects in SAP
- Ran weekly reports in SAP and tracked results in Microsoft Excel
- Exposure to Kaizen philosophies
- Kept track of office inventory, filed documents, attended meetings and worked with management to improve processes to ensure continuous improvement

### **Water/Wastewater Operator**

November 2011 – December 2012

Parkbridge Lifestyle Communities

- Daily free Chlorine testing at drinking water facilities and weekly/monthly sampling for BOD, bacti, Nitrogen, Phosphorus, suspended solids & nutrients.
- Calibrate colorimeters and turbidimeters, test generators, take well level readings
- Keep daily records of influent, effluent, amount of chemicals used (Chlorine, alum) and anything that happens at each facility
- Perform wastewater lab tests (30min settling test, suspended solids, DO, pH, temp.)
- Monitor and sample receiving stream, especially during lagoon discharge
- Respond promptly to resident reports of leaks and follow steps to have them repaired
- Acquire CEU's through company provided courses
- Assist in completion of annual reports for wastewater and drinking water sites
- Schedule maintenance and arrange emergency services, as required
- Open, close and adjust valves for RAS, WAS and effluent discharge
- Complete maintenance on equipment as per manufacturers on equipment; such as UV Pure systems and ProMinent pumps.

### **Wastewater Operator**

Co-Op Student

September 2010 – February 2011

Summer Student

April 2010 – September 2010

Duffin Creek Water Pollution Control Plant – Pickering, ON

- Monitored chlorine and sodium bisulfite and tested total chlorine residual daily
- Kept accurate, up-to-date records in all log books
- Ensured proper dissolved oxygen levels in aeration and header pressure
- Completed sludge depths on secondary clarifiers and adjusted WAS and RAS using SCADA, as needed

### **Inventory Control/Shipping/Receiving Clerk**

May 2007 – October 2011

Sobeys Retail Support Centre - Whitby, ON

- Accurately maintains current inventory records
- Ensure stores receive the correct products and that any unsatisfactory product are not shipped
- Verify products received to make sure clients are billed appropriately using SAP
- Handled store phone calls regarding time sensitive shipments
- Created documents for warehouse staff to receive or ship products

### **Team Leader**

September 2005 – September 2006

Minacs – Oshawa, ON

- Responsible for signing off on attendance and extended hours
- Coached CSRs and completed yearly assessments
- Handled technical issues by quickly relaying requested information to logistics
- Followed discipline procedures as required (i.e. attendance management)

### **Real-Time Adjuster**

June 2004 – September 2005

Minacs – Oshawa, ON

- Assisted with adjusting staffing needs (i.e. extended hours) according to forecasts
- Tracked absenteeism, exceptions and compliance issues using Microsoft Excel
- Monitored schedule adherence and brought issues to management
- Backed up Real-Time Coordinators

### **Customer Service – OnStar – July 2002 – June 2004**

Minacs – Oshawa, ON

- Maintained databases in Microsoft Access
- Used problem solving skills to guarantee excellent customer service

- Handled difficult customers in a professional manner
- Assisted clients in emergency situations

**Education**      **Water Quality Technician Diploma**      Oshawa, ON  
Durham College of Applied Arts and Technology  
2009-2011

**Computer Programming Diploma**      Oshawa, ON  
Durham College of Applied Arts and Technology  
2000-2002

**References Available Upon Request**