**MAUDE GAGNON**

Miami, FL, 33126 | 786-298-8124 | maude0810@hotmail.com

I wanted to forward you my resume to express my interest in joining your team.

I would be very happy to work within your company. My years of professional experience have allowed me to hone my skills and take on stimulating challenges.

As a project manager, I enjoy mobilizing others to achieve extraordinary accomplishments. I am a positive leader who knows how to leverage my skills to turn values into actions and visions into realities. I enjoy making a positive difference in the workplace and creating an atmosphere where people turn challenging opportunities into remarkable successes.

I am ready to embark on a new career path that can offer me new challenges. You will find more details about my professional experience in my resume. Additionally, letters of recommendation can also be provided upon request.

I am enthusiastic and look forward to hearing from you soon.

Thank you for your time,

Sincerely,

Maude Gagnon

Maude Gagnon

Project Manager

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|  | Profile |

I have over fifteen (15) years of experience in administrative management, project management, coordination, training, and personnel evaluation.

Over the years, I have developed many relevant skills and competencies in both the public and private sectors. The mandates I have carried out have enabled me to acquire a good understanding of management and coordination tasks.

I stand out for the creativity I demonstrate in the projects I take part in, and for my autonomy. My dedication and determination are the hallmarks of my professional profile. I adapt easily to a new work environment and am quick to target objectives.

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|  | Spheres of competence |

* Team manager
* Organization, planning and coordination
* Implementation and realization of various projects
* Project management
* Staff recruitment and training
* Administrative tasks
* Drafting of procedures and organizational policies
* Accounts payable management
* Supervision and assessmen

Professional experience

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|  | Levio Conseils Inc. April 2022 to March 2024 |

Fairvern District of Muskoka

Project Manager December 2023 to March 2024

Project(s): IT transition

Fairvern is a long-term care home in the District of Muskoka, Ontario, Canada.The technological infrastructure needed to be updated as it is outdated. The major milestones were:

* Firewall replacement
* Active directory migration
* SharePoint migration
* Exchange migration
* Microsoft 365 Implementation - standard District deployment
* Workstation and laptop refresh
* Mobile Device Refresh

Responsibilities:

* Carrying out all the work required to make the It transition
* Management of IT needs
* Planning exécution
* Assigning service provider resources to the various jobs
* Coordination and monitoring of all activities to be carried out
* Control of project progress and adherence to schedules and budgets
* Project status reports

Québec Automobile Insurance Society

Société de l’assurance automobile du Québec

Project Manager September 2023 to November 2023

Project(s): Opening a New Service Center in Montreal, Canada

Responsibilities:

* Carrying out all the work required to open the new service center
* Management of IT needs
* Planning exécution
* Assigning service provider resources to the various jobs
* Coordination and monitoring of all activities to be carried out
* Control of project progress and adherence to schedules and budgets
* Project status reports

Québec Automobile Insurance Society

Société de l’assurance automobile du Québec

Project Manager April 2022 to November 2023

Project(s): Digital services for hybrid collaboration spaces

Responsibilities:

* Demonstrate to the customer that the quality of the deliverables produced meets the customer’s standards
* Ensure compliance with standards for all work carried out by the team
* Transfer knowledge to internal resources
* Produce and maintain a complete record of work in progress and completed by his team.
* Assume the role of a request carrier
* Document and evaluate change requests arising during system development, maintenance and upgrade work
* Develop implementation strategies and provide post-implementation follow-up and support
* Lead and facilitate the following meetings and ensure that the Scrum process runs smoothly (schedule, duration, content):
* Sprint planning, Daily Scrum, Refining the product log, Sprint planning, Sprints reviews, Retrospectives
* Facilitate estimation activities by the team.

Québec Automobile Insurance Society

Société de l’assurance automobile du Québec

Project Manager November 2022 to July 2023

Project(s): Changes to the Driver's License Card Format

Responsibilities:

* Carrying out all the work required to make the implementation change
* Planning execution
* Assigning service provider resources to the various jobs required
* Coordination and monitoring of all activities to be carried out
* Control of project progress and adherence to schedules and budgets
* Participation, as required, in synergy workshops held between internal and external resources involved in the project and technology specialists
* Project status reports

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|  | Société Conseil LGS Group January 2012 to March 2022 |

Ministry of Cybersecurity and Digital Affairs

Ministère de la Cybersécurité et du Numérique (MCN)

Project Manager May 2021 to March 2022

Project(s): Organizational project portfolio management, project management, monitoring and control.

Cloud Project Management - Direction de la consolidation des CTI des ministères et organismes publics (Department for the Consolidation of ITCs for Public Departments and Agencies). The project for the Computer Processing Center (CPC) Consolidation Program consisted of increasing the degree of protection of information assets by modernizing and optimizing the government’s IT infrastructures, significantly reducing existing CPCs to consolidate them in a few locations under the responsibility of the MCN, and optimizing and reducing the costs associated with the management of government processing and storage.

Responsibilities:

* Ensure project planning, considering scope, activities to be carried out, the effort required, project prerequisites, deadlines, resource allocation, collaboration with other CSPQ units, and financial parameters.
* Regularly monitor the project’s progress with the component manager
* Provide advice or recommendations to project managers, based on needs and the critical circumstances of the project’s development.
* Contribute to the preparation of periodic follow-ups, such as executive project progress reports or any other project reporting to the VPSI and VPSA.
* Play a leadership role with stakeholders to assess impacts and ensure consistency and integration of results according to needs and constraint
* Establish, document, and maintain records of change requests and outstanding items
* Organize and lead information and consultation meetings, or any other meetings required for the smooth running of a project, and write up the minutes as required.
* Ensure the quality of the work and deliverables produced by setting up appropriate mechanisms at the various stages of the project, and coordinate review and approval according to established mechanisms.
* Ensure the activities required to manage the benefits of IR projects
* Contribute to the integration of Agile-Lean practices at CSPQ
* Deliverables
* Project charter (project organization manual)
* Project implementation agreement
* Overall and detailed planning, including team structure and responsibilities
* Project status reports
* Dashboard
* Register of action items and outstanding items
* Risk analysis report and register
* Register of deliverable approvals
* Update the management indicators table
* Draw up a project balance sheet.

Ministry of Cybersecurity and Digital Affairs

Ministère de la Cybersécurité et du Numérique (MCN)

Project Manager November 2019 to April 2021

Project(s): Replacement of office equipment for MCN customers

The office equipment replacement project consisted of carrying out various projects to replace workstations and monitors due to their obsolescence. In this context, the number of units to be replaced annually is currently estimated at between 3,000 and 4,000 microcomputers and between 4,000 and 4,500 monitors.

Responsibilities:

* Preparation of the Project Organization Manual (POM)
* Carrying out all the work required to assess and launch projects specific to each customer group
* Annual planning
* Production and follow-up of detailed planning updates
* Implementation of management and monitoring mechanisms for the work required
* Assigning service provider resources to the various jobs required
* Coordination and monitoring of all activities to be carried out
* Control of project progress and adherence to schedules and budgets
* Preparation of material orders and management of equipment stocks in the CSPQ warehouse
* Communication of information and coordination of interventions with internal CSPQ teams
* Problem tracking
* Hosting various events
* Resolution of decision points (outstanding items) with CSPQ project manager
* Production of progress reports for the CSPQ project manager
* Participation, as required, in synergy workshops held between internal and external resources involved in the project and technology specialists
* Validate the deliverables produced by its production team and submit them for acceptance and approval, according to the mechanisms described in the project organization manual.

Ministry of Cybersecurity and Digital Affairs

Ministère de la Cybersécurité et du Numérique (MCN)

Project Manager March to June 2020

Project(s): COVID19 - Installation of workstations for CSPQ customers

In the context of the pandemic, this project was quickly set up to assemble and distribute over 3,000 portable workstations to enable telecommuting for the largest possible number of government workers across Quebec.

Responsibilities:

* Carrying out all the work required to assess and launch the project
* Planning Execution
* Implementation of management and monitoring mechanisms for the work required
* Assigning service provider resources to the various jobs required
* Coordination and monitoring of all activities to be carried out
* Control of project progress and adherence to schedules and budgets
* Preparation of material orders and management of equipment stocks in the CSPQ warehouse
* Communication of information and coordination of interventions with internal CSPQ teams
* Problem tracking
* Hosting various events
* Resolution of decision points (outstanding items) with CSPQ project manager
* Production of progress reports for the CSPQ project manager
* Participation, as required, in synergy workshops held between internal and external resources involved in the project and technology specialists
* Validate the deliverables produced by its production team and submit them for acceptance and approval, according to the mechanisms described in the project organization manual.

Quebec Health Insurance Board

Régie de l’assurance maladie du Québec

Project manager January 2018 to October 2019

Project(s): ITEC and SécurSanté technological infrastructure maintenance services for the Santé Québec file

This project involves maintenance work on the technological infrastructures of the Santé Québec file. More specifically, the work covers the implementation of services, the operation, and exploitation of technological infrastructures and their evolution. The targeted infrastructures host the information assets of the ITEC and SécurSanté domains. These infrastructures are part of a larger package that includes other domains such as Laboratory and Imaging. Through this contract, LGS is a partner for all maintenance, upgrades, proactive monitoring and evolution.

The ITEC/SécurSanté V3 project is divided into four (4) distinct components: 1. Maintenance services awareness and implementation; 2. Infrastructure operation/exploitation work; 3. Docking and coordination work; 4. Infrastructure evolution.

The Graduation and Release Management process provides a framework, structure and control for the deployment of all technology infrastructure assets in all of the Régie’s graduation environments and levels (including production).

The service provider is required to respect and comply at all times with the Régie’s standards, directives and requirements at all stages of graduation and production start-up, in all environments and at all levels concerned. The service provider is also required to comply with the Régie’s internal processes mentioned below, and to participate in the associated statutory meetings:

Responsibilities:

* Global planning of production releases
* Plan, document and deploy production releases, hardware and software, in the various environments and tiers, in collaboration with the change management process
* Comply with change and delivery schedules
* Design and establish production releases in compliance with Régie release management standards
* Follow up on various requests related to ongoing problems and incidents
* Set up workshops based on resolution needs
* Identifying the effort and resources required for delivery
* Lead Scrums related to the activity
* Produce deliverables related to deliveries
* Follow up on various requests related to incidents and problems
* Manage major incidents according to the established process
* Team management on the floor
* Incident management
* Follow-up on recommendations following a major incident
* Ensure compliance with service levels and turnaround times
* Collaborate on internal and external audits and take any necessary corrective action
* Participate in various operational management committees
* Organize, lead and participate in meetings for the operation/use of technological infrastructures
* Ensure knowledge transfer.

**Coordinator of production deployments April 2017 to January 2018**

Responsibilities:

* Document, maintain and operate a graduation and release management policy covering the configuration items under the service provider's scope.
* Global planning of production releases
* Plan, document and deploy hardware and software production releases in the various environments and levels, in collaboration with the change management process and in compliance with the decisions of the DSQ and Régie infrastructure change advisory committees (CAB).
* Comply with the DSQ schedule of changes and deliveries
* Design and establish production releases in compliance with Régie release management standards
* Manage the reservation schedule for environments and graduation levels
* Design, build and configure production releases
* Plan and execute pilot projects, where appropriate, with early-life exit criteria
* Synchronize back-up testing following production deployments to ensure that back-up is functional at all times, including planning and acceptance criteria.
* Coordinate with the Régie's production start-up coordinator and produce a site plan (P450G) at all times when required by the Régie, and within the required deadlines
* Define and approve the content of graduations
* Define and propose graduation plans in collaboration with delivery teams
* Produce the detailed graduation schedule, taking into account other schedules (deliveries, changes and moratoria)
* Audit and verify the hardware and software components involved in scaling
* Evaluate the resource requirements (logistical, human) needed to carry out and support graduations
* Define the roles and responsibilities of each team involved in the graduation process
* Ensure integration and feasibility of rollback plans
* Develop quality control plan for deployment acceptance and confirmation
* Ensure schedule acceptance by support teams and users
* Graduation
* Orchestrate problem-solving work and provide problem-solving expertise
* Monitor graduation progress to ensure quality of activities and communicate status reports to identified partners, customers and stakeholders.
* Ensure verification by a Régie quality officer after all deployments
* Ensure that complete removal (decommissioning according to Régie security standards) of hardware and software assets, including all related accounts and configuration, is carried out, where applicable, when any changes are made. All asset withdrawals must be recorded in the relevant databases. The service asset and configuration management process must be carried out in parallel with the technical work.
* Ensure knowledge transfer.

Project planning, control, and organization consultant October 2016 to April 2017

Responsibilities:

* Coordinate the internal LGS project office on this project
* Participate in developing and implementing project management processes and tools (planning, monitoring, records).
* Facilitate deliverables committee meetings and draft minutes
* Regularly monitor work progress, outstanding items, achievement of objectives, delivery deadlines, and schedules.
* Track and deposit all project deliverables
* Assigning advisors to the mandate
* Establish project billing plan according to contractual components (lump-sum and per diem components)
* Monitor the resources involved in the project
* Prepare weekly status reports
* Monitor efforts to integrate and update project planning, progress and financial projections
* Development and maintenance of a monthly management monitoring dashboard
* Prepare and check the elements needed to invoice the project according to its progress (lump-sum components) and the efforts made (daily-rate components).

Québec Health Insurance Board

Régie de l’assurance maladie du Québec

Project planning, control and organization consultant August 2016 to April 2017

Project(s): Maintenance of technological infrastructures in the laboratory area and the DSQ visualizer

This project involved maintenance, monitoring and upgrading of the technological infrastructures hosting the information assets of the Dossier Santé Québec system, and more specifically the Laboratory, Visualizer, Refusal Management and CEI-Rendu and CEI-Présentation (Concerto Enterprise Imaging) domains.

Responsibilities:

* Coordinate the internal LGS project office on this project
* Participate in the development and implementation of project management processes and tools (planning, monitoring, records).
* Facilitate deliverables committee meetings and draft minutes
* Regularly monitor progress, outstanding items, achievement of objectives, delivery deadlines and schedules.
* Track and deposit all project deliverables
* Assigning advisors to the mandate
* Establish project billing plan according to contractual components (lump-sum and per diem components)
* Monitor the resources involved in the project
* Prepare weekly status reports
* Monitor efforts to integrate and update project planning, progress and financial projections
* Development and maintenance of a monthly management monitoring dashboard
* Prepare and check the elements needed to invoice the project according to its progress (lump-sum components) and the efforts made (daily-rate components).

Royal Bank of Canada

Project planning, control and organization consultant March to July 2016

Project(s): Royal Bank Investment system (RBIS)

The Royal Bank of Canada’s investment system is a multi-tier client-server desktop application used by the Branch and Call Centre to sell and support registered and non-registered investment plans.

The RBIS process is used based on 25,000 average financial and non-financial transactions per day, and has over 4.5 million active accounts.

This project aims to migrate to web-based technology to address the risks posed by not supporting Visual Basic code, but also to align this application with a long-term strategy.

Responsibilities:

* Coordinate the internal LGS project office on this project
* Participate in the development and implementation of project management processes and tools (planning, monitoring, records).
* Assigning advisors to mandates
* Prepare weekly status reports
* Monitor efforts to integrate and update project planning, progress and financial projections
* Development and maintenance of a monthly management monitoring dashboard
* Prepare and check invoicing data according to project progress
* Attend daily WebEx progress meetings in English with the customer in Toronto.

Québec Revenue Agency

Agence du Revenu du Québec

Project planning, control, and organization consultant October 2012 to November 2014

Project(s): Maintenance and support for T1/G1B common functions solution (2012-2015)

Revenu Québec is continually updating its service offering to citizens, businesses, professional representatives and trade partners, with a focus on the use of online services. Several new projects are increasing the number of services and clients that the common functions solution must be able to support. These projects are directly linked to tax laws and other measures. At the same time, these systems are being modernized and must be integrated into multi-platform environments, while ensuring continuity, maintenance and enhancements once delivered.

This project involved various maintenance tasks such as fault correction, prevention and ongoing development, as well as improvements and/or support for common functions.

Responsibilities:

* Coordinate the internal LGS project office on this project
* Participate in the development and implementation of project management processes and tools (planning, monitoring, records).
* Assigning advisors to mandates
* Establish project billing plan according to contractual components (lump-sum and per diem components)
* Monitor resources working on the project (update activities for integration into the GINI time tracking and management tool).
* Prepare weekly status reports
* Monitor efforts to integrate and update project planning, progress and financial projections
* Development and maintenance of a monthly management monitoring dashboard
* Prepare and check the elements needed to invoice the project according to its progress (lump-sum components) and the efforts made (daily-rate components).

Québec Revenue Agency

Agence du Revenu du Québec

Project planning, control, and organization consultant August 2012 to November 2014

Project(s): Evolution of personal income tax assessment systems 2012-2016

The systems and processes for assessing, controlling, registering individuals, obtaining and providing information, and accounting in the personal tax field are put under annual pressure by the budget speech, information bulletins, decrees and other measures initiated by the Ministry of Finance. Many of these measures take effect the very next day, or require rapid implementation.

In addition, several business files are currently underway at Revenu Québec, which will have a major impact on the personal income tax assessment, tax control, personal income tax registration, information gathering and supply, and accounting systems. In addition, the Individuals Branch will be embarking on an exercise to optimize its processes, notably by aiming to eliminate paper circulation, integrate workflow into its work processes, and intensify the use of electronic service access for its customers. These initiatives will generate significant changes in the personal income tax assessment and control systems, as well as in all DGP processes.

Responsibilities:

* Coordinate the internal LGS project office on this project
* Participate in the development and implementation of project management processes and tools (planning, monitoring, records).
* Assigning advisors to mandates
* Establish project billing plan according to contractual components (lump-sum and per diem components)
* Monitor resources working on the project (update activities for integration into the GINI time tracking and management tool).
* Prepare weekly status reports
* Monitor efforts to integrate and update project planning, progress and financial projections
* Develop and maintain a monthly management monitoring dashboard
* Prepare and check the elements needed to invoice the project according to its progress (lump-sum components) and the efforts made (daily-rate components).

Québec Revenue Agency

Agence du Revenu du Québec

Project planning, control and organization consultant April to September 2014

**Project(s):** Evolution of the MIRE-RICE solution Professional services in technology infrastructure and security. Migration of workstations to Windows 7**.**

The Direction principale de l’infrastructure technologique et des services aux utilisateurs (DPITSU) anticipates, with the three-year plan of the Direction générale du traitement et des technologies de l’information, the realization of several studies, positioning, participation in development projects, acquisition and implementation of new technologies and upgrades of these technologies.

Responsibilities:

* Coordinate the internal LGS project office on this project
* Monitor resource allocation
* Write project management deliverables
* Detailed planning and monitoring of project activities
* Act as a management consultant
* Coordinate the change management and communication aspects of the project
* Establish adequate communication to ensure optimum understanding of project developments and progress by the various stakeholders.
* Coordinate with various project resources working on other tasks to manage deadlines
* Coordinate the various steps involved in migrating to Windows 7
* Participate in the development and implementation of project management processes and tools (planning, monitoring, records).
* Establish project billing plan according to contractual components (lump-sum and per diem components)
* Monitor resources working on the project (update activities for integration into the time tracking and management tool).
* Prepare weekly status reports
* Monitor efforts to integrate and update project planning, progress and financial projections
* Develop and maintain a monthly management monitoring dashboard
* Prepare and check the elements used to invoice the project according to its progress (lump-sum components) and the efforts made (daily-rate components).
* Send communications to managers and users for the migration project
* Improve communications.

Québec Revenue Agency

Agence du Revenu du Québec

Project planning, control and organization consultant August 2012 to April 2013

Project(s): Evolution of the MIRE-RICE solution

This project (RICE - Systemic adaptation following the recommendations of the committee of experts in corporate rights) consists of carrying out the development, improvement, and maintenance work required to overhaul the Registraire des entreprises online services and administrative communications.

Responsibilities:

* Coordinate the internal LGS project office on this project
* Participate in the development and implementation of project management processes and tools (planning, monitoring, records).
* Assigning advisors to mandates
* Establish project billing plan according to contractual components (lump-sum and per diem components)
* Monitor resources working on the project (update activities for integration into the GINI time tracking and management tool).
* Prepare weekly status reports
* Monitor efforts to integrate and update project planning, progress and financial projections
* Development and maintenance of a monthly management monitoring dashboard
* Prepare and check the elements needed to invoice the project according to its progress (lump-sum components) and the efforts made (daily-rate components).
* Assist the Agent and Senior Project Manager in the assessment of contractual obligations and customer requests and in the discussion of various change requests for approval.

Québec Revenue Agency

Agence du Revenu du Québec

Project planning, control and organization consultant January to July 2012

Project(s): Refundable tax credit for solidarity (CIS)

The work was aimed at implementing the new “Refundable Solidarity Tax Credit” measure introduced in the 2010 provincial budget. As part of the Budget Speech, the Minister of Finance announced on March 30, 2010, the creation of a refundable solidarity tax credit to protect the purchasing power of less affluent households. This new tax credit was to replace the QST tax credit, the property tax refund and the tax credit for residents of a northern village.

The objective of this project was to define and implement the business solution that would enable Revenu Québec to administer the refundable solidarity tax credit scheduled to come into effect in July 1er 2011.

Responsibilities:

* Coordinate the internal LGS project office on this project
* Participate in the development and implementation of project management processes and tools (planning, monitoring, records).
* Assigning advisors to mandates
* Establish project billing plan according to contractual components (lump-sum and per diem components)
* Monitor resources working on the project (update activities for integration into the GINI time tracking and management tool).
* Prepare weekly status reports
* Monitor efforts to integrate and update project planning, progress and financial projections
* Development and maintenance of a monthly management monitoring dashboard
* Prepare and check the elements needed to invoice the project according to its progress (lump-sum components) and the efforts made (daily-rate components).
* Assist the Agent and Senior Project Manager in the assessment of contractual obligations and customer requests, and in the discussion of various change requests for approval.

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|  | Centre Philou August 2006 to November 2011 |

Centre Philou

Coordinator December 2008 to November 2011

Project(s): Company coordination and management

The Centre Philou is a private, non-profit organization that takes in physically handicapped children between the ages of zero (0) and twelve (12) for periods ranging from two days to three weeks, to offer respite to their families. This mandate consisted of coordinating the activities and administrative management of the company.

Responsibilities:

* Managing human resources and training staff
* Enter weekly efforts and produce payrolls
* Carry out various development projects
* Organize administrative meetings
* Manage the manager’s diary
* Support and accompany the manager in her daily tasks
* Keep customer files up to date
* Design and implement corporate documentation
* Analyze customer requests
* Soliciting donors
* Carry out monthly follow-ups
* Coordinating benefit events
* Ensure knowledge transfer.

Educator August 2006 to December 2008

1. Educational project management

This mandate consisted in assessing each child’s situation through a diagnosis of their physical abilities and social skills. In addition, Ms. Gagnon had to design and implement various personalized pedagogical projects to preserve and/or enhance each child’s autonomy, while maximizing their abilities.

Responsibilities:

* Analyze needs
* Design specific programs and set personalized objectives
* Initiate and manage learning processes
* Develop and adapt learning strategies
* Staff training
* Meeting professionals and advising parents
* Prepare documentation and maintain files.

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|  | Peter Hall School April to June 2008 |

Teacher April to June 2008

Project(s): Teaching

Peter Hall School is a private school, recognized as being in the public interest and subsidized by the Ministère de l’Éducation du Loisir et du Sport. It welcomes students aged four (4) to twenty-one (21) with intellectual disabilities, pervasive developmental disorders or psychopathological disorders, with or without associated disabilities. Instruction is provided in French and English. The mandate consisted in providing English-language instruction, fostering the children’s individual development, managing the learning process in the classroom, and following up with the family.

Responsibilities:

* Develop intervention plans
* Teaching students
* Develop and adapt learning strategies
* Initiate and manage learning processes
* Responding effectively to learners’ needs
* Develop or maintain established objectives
* Performing assessments
* Fill in the forms
* Meeting professionals and parents
* Writing documentation
* Keep student files up to date
* Professional advice for parents.

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|  | Centre François-Michelle January to April 2007 |

Teaching assistant January to April 2007

Project(s): Teaching support

The Centre welcomes and educates young people aged four (4) to twenty-one (21) with mild intellectual disabilities whose potential is slowed by neurological or physiological impairments, language, perceptual and/or motor problems. This mandate consisted in providing support to the teacher in order to lighten her workload. Ms. Gagnon supervised each child’s individual development and managed the learning process in the classroom.

Responsibilities:

* Draw up contingency plans
* Teaching students
* Initiate and manage learning processes
* Responding effectively to learners’ needs
* Develop or maintain established objectives
* Developing and adapting learning strategies
* Performing assessments
* Fill in the forms
* Meeting professionals and parents
* Writing documentation
* Keep student files up to date
* Professional advice for parents.

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|  | Institut de réadaptation en déficience physique de Québec January to May 2006 |

Educator January to May 2006

Project(s): Process management

This mandate consisted of assisting patients in their rehabilitation after a stroke with their activities of daily living, to ensure their safety when returning home.

Responsibilities:

* Analyze needs and set objectives
* Daily monitoring
* Analyze patient rehabilitation steps
* Manage files
* Planning and leading meetings
* Work closely with a multidisciplinary team (doctor, psychologist, occupational therapist, physiotherapist, social worker).

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|  | L’Envol School March to June 2005 |

Educator March to June 2005

Project(s): Teaching support

L’Envol is a specialized school for students with moderate, severe or profound intellectual disabilities. The school’s mandate is to promote the maximum development of each student’s academic, personal and social skills through adapted educational programs.

Responsibilities:

* Initiate and manage learning processes
* Responding effectively to learners’ needs
* Develop or maintain established objectives
* Develop and adapt learning strategies
* Meeting professionals and parents
* Writing documentation
* Keep student files up to date
* Advise parents by giving them the necessary tools.

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|  | Academic training |

University Diploma, Major in Science, Université de Montréal 2009

Diploma of Collegial Studies (DCS), Specialized Education Technique, Collège Mérici 2006

University Diploma, Certificate in Educational Sciences, Université Laval 1999

Diploma of Collegial Studies (DEC), Arts, literature and communication, Cegep Garneau 1999

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|  | Languages spoken and written |

* French (Native language)
* English (Advance level)
* Spanish (Intermediate level)

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|  | Further training |

Atlassian ITSM Technical Delivery Professional accreditation  2023

Introducing IBM to the cloud (Common - Multicloud entry   
(working methods and basic principles of the cloud) 2022

MS Project 2019