

## CURRICULUM VITAE

Successful professional in post-secondary face-to-face and distance education and program development with over 10 years of experience. Diverse background and skillset allow for integration of strategic initiatives. Offer a solid understanding of effective adult education and implementation strategies, demonstrated comprehension of program delivery values and program management. Provide strong project development skills and conduct data-driven enhancements. Maintain excellent working relationships with the colleagues, learners, and internal and external partners.

## AREAS OF COMPETENCY

Educational Program Logistics & Delivery ♦ Program Planning and Implementation ♦ Program Evaluation ♦ Strategic Innovation  
Establishing Processes ♦ Quality Control ♦ Data Analysis ♦ Standardizing ♦ Communication ♦ Leadership ♦ Collaboration

## PROFESSIONAL WORK HISTORY

CPA Western School of Business, Calgary, Canada

October 2022 to Present

### **Coordinator, Admission Advising and Engagement**

Being the first point of contact, provide excellent customer service and admission advising to prospective learners, and supporting them as they make decisions on enrolling with CPAWSB.

- *Research, develop and implement learner involvement, retention and follow-up procedures and strategies, to reduce delays and support the decision-making process.*
- *Guide prospective learners on their best application routes, based on their education background, work experience and the CPA Competency Map requirements.*
- *Assist in managing the CRM database for prospective learners, including data entry, maintenance, reporting and distribution of customer profile data.*
- *Plan and deliver prospective learner orientation sessions and online presentations.*
- *Foster close working relationships with other departments within the organization to ensure that program details and policies are adequately communicated to the internal and external parties, and according to the appropriate provincial legislation (throughout the four Western provinces).*

CPA Western School of Business, Calgary, Canada

October 2021 to October 2022

### **Coordinator, Strategic Innovation (one-year secondment)**

Organized and coordinated internal training workshops, developed and delivered quarterly company-wide collaboration events (Connect Cafés), supported and promoted improvement initiatives in accordance with the Lean management principles.

- *Reviewed the existing workshops, instructional content, and Lean management training resources with the 2022 key strategic lenses: EDI, privacy and governance.*
- *Created information content for the company's Strategic Innovation/Lean training website; maintained and updated the existing Lean management instructional content and training resources (Canva).*
- *Scheduled and delivered Lean Onboarding training sessions for the new employees.*
- *Set up and proctored CPA PEP (Professional Education Program) in-person exams; acted as IT invigilator (Secureexam).*

CPA Western School of Business, Calgary, Canada

June 2015 to October 2021

### **Coordinator, Student Experience**

Assisted in the development and delivery of the prerequisite courses in the fast-paced CPA environment, providing high-standard customer service to the diversified demographic, initiating new approaches and engaging in program improvements.

- *Managed CPA Preparatory courses admission and online delivery; accepted admission applications and course registrations.*
- *Conducted and analyzed student satisfaction surveys, provided qualitative and quantitative statistical analysis, suggested student retention strategies based on the results.*
- *Prepared official documentation, including status letters, letters of permission, letters of acceptance in support of their study permit applications, and official transcripts.*
- *Managed enrollments, material access, course postings in the D2L learning management system (Desire2Learn/Brightspace); reviewed course materials to ensure quality control.*

- Assisted students in the development of an educational plan, including selecting appropriate courses/equivalent post-secondary courses, and identifying a pathway for successful CPA program completion.
- Managed student transfers to and from the other CPA bodies across the country; developed transfer policies and procedures in collaboration with the other CPA bodies' representatives as part of a National work group.
- Maintained program records and student profiles in the company's CRM database, student portal and SharePoint, following privacy legislation and the company's confidentiality policy.
- Developed the D2L Student Guide (user guide) for the new Preparatory course students.

CMA Alberta, Calgary, Canada

May 2013 to June 2015

**Program Delivery Coordinator, Accreditation**

Played a key role in the establishment of the evolving PREP program at CMA AB. Single-handedly coordinated the CMA AB Prerequisite Education Program (PREP) and collaborated with other provinces, developing PREP strategies and policies.

- Designed program administrative standards, procedures and policies, developed and organized the first program intakes.
- Launched the first intake in September 2013 and provided extensive peer training once the program enrollment exceeded 500 students.
- Processed program admissions and module registrations and ensured compliance with the evolving CPA standards.
- Organized and led in-person orientation sessions (Calgary and Edmonton), webinars and examinations, invigilated exams.
- Analyzed the pass/fail and throughput rates and student satisfaction rates, and engaged in program evaluation.
- Generated improvement proposals, ensuring the program modules are delivered effectively and efficiently.
- Verified program eligibility and completed transcript assessments, maintained program records and files.
- Provided student guidance and support; controlled enrollment milestones and advised students on the available resources to ensure successful completion of the requirements.
- Edited and released video content recorded by program instructors (Camtasia).
- Supported budget planning for the program (fiscal year of 2014/2015); prepared and processed program invoicing for Finance department.

Boys and Girls Clubs of Calgary, Calgary, Canada

August 2012 to May 2013

**Systems and Accreditation Specialist**

November 2010 to August 2012

**Business Operations Assistant**

Ensured the company's programs meet the accreditation standards and secured successful accreditation in accordance with the licensing and accreditation requirements.

- Planned and implemented phases of quality assessment and control; all programs were successfully accredited by AELCS (Accreditation of Early Learning and Care Services) and CARF (Commission on Accreditation of Rehabilitation Facilities) in 2013.
- Supported implementation, modification, and maintenance of the case management database (ShareVision).
- Maintained job postings, screened resumes, conducted telephone pre-screens, coordinated, and scheduled job interviews, completed reference checks.
- Conducted volunteer orientation sessions, connected volunteers to appropriate programs.

Mordovian State University, Saransk, Russia

September 2003 to August 2010

**Assistant Teacher, Instructor**

- Taught face-to-face conversational English classes and English Language History (seminars).
- Developed assignments and projects delivered via the Moodle LMS.
- Prepared examination materials and proctored exams; assessed and marked examinations.

**EDUCATION AND PROFESSIONAL DEVELOPMENT**

**Master of Education in Open, Digital, and Distance Education** – Athabasca University, 2020  
Adult education, distance education technology and evaluation, instructional design

**Human Resources Certificate** – Bow Valley College, 2011  
Change management, organizational behaviour, employee learning and development

**Psychology Diploma** – Mordovian State University, Russia, 2004 (assessed by IQAS)  
Social and educational psychology, conflict management, workplace integrity

**Bachelor of Arts** – Mordovian State University, Russia, 2003 (assessed by IQAS)  
Language and literature, linguistics, pedagogy (English and French). Qualified as: Philologist. Teacher