

Elsa Magagnin

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Career History (in Vancouver, B.C. Canada)

Microserve Business Solutions

October 23, 2007 – August 31, 2009

Call Center Management System Representative

G & D Excavating Ltd

September 12, 2002 – December 31 2011

Manager of Administration and Account Control

North Shore Excavating Company Inc.:

November 17, 2004 – September 4, 2007

Manager of Administration and Account Control

Royal Bank Financial Group:

June 1977 – April 2005

Training, Administration, Operation and Customer Service Officer

The Home Depot (Canada) P/T:

March 2003 – December 2005

Telephone Sales and Cashier

Educational and Professional Development

2011 Serving It Right Certificate

2011 Food Safe Course Level 1 Certificate

2009 Oxford Seminar TESL Teacher Training Certificate

2005 Langara College – Simply Accounting Course level 1

2005 Langara College – Bookkeeping level 1

2004 Pesticide Licence for retail sales – 5 years

1986 Expo World Fair – Hospitality Certificate

1982 Institute of Canadian Bankers – Communication Course

1978 Vancouver Vocational College – Technician Degree in Electronics

1976 Delta Senior Secondary – Graduate Diploma, Academic/Arts focus

Computer Programs Proficiency

Windows 7

Windows XP Pro

Office XP

Simply Accounting 2006 Pro

AVG Anti-Virus Software

Ad-Aware and Spy-Bot