

Ruth Edge
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Objective

- Highlights of Qualifications** Believes high standards, strong ethics and honesty create the best working atmosphere. Has excellent communication skills, relates well to all staff levels. Enjoys challenges of analysing and modifying job tasks to improve production and efficiency. A flexible and quick learner who enjoys working in a team or as an individual contributor. Successful experience over the past 3 years with the British Army Trails End Camp, two years with Water Valley Golf and Country Club and 12 years with Telus Communications Inc., has helped develop skills in:
- Office Administration Assistant
 - Pro Shop Staff, retail sales, bookings, customer service
 - Customer Service Representative, supporting in retail sales, billing invoicing, handling cash payment and deposits
 - Planning and scheduling

Career History

- Present 2004** Stunt Performer/Double Actress - Mini Series - Into The West
Rode in Wagon Train, crossing river and land rush
- 2000 - Present** **Department of National Defence - Trails End Camp - British Army Training Unit Suffield (Adventure Training Centre west of Cochrane)**
- Administration - Variety of office duties, scheduling work and training. Processing of invoices, Finance and budget tracking. All office support functions. Working with 6 British military officers. Interaction with over seas phone call and faxes
- Water Valley Golf and Country Club, Water Valley, AB. 1998-1999**
Pro Shop Staff
- Assist in golf tee time bookings, direct customer service, retails sales of golf equipment and clothing, handling cash, inventories and revenue tracking
- Telus Communications Inc., Cochrane AB. 1985 - 1997**
Customer Service Administrative Support
- Assist manager and office support to up to 15 installation and repair servicemen. Performed variety of office support functions including, scheduling workload, forecasting, stock ordering and inventories, typing, copying, faxing, invoicing and expense accounts. Interaction with customers both internal and external

Special Accomplishments

- Acting Foreman providing managerial support to co-workers position for six weeks
- Assisted in forecasting yearly budget planning and tracking throughout the year, keeping within our budget
- Delegated member of Environmental Health and Safety Committee for 3 years. The knowledge gained was passed on and implemented at our office to improve company health and safety policies.
- * Maintained continuously - numerous company inventories, which resulted in accurate levels of stock enabling the field servicemen to work efficiently
- Supported numerous other area of Telus, showing versatility, flexibility and the ability to assist where and when necessary. Ability to learn tasks quickly and accurately work under pressure to meet deadlines
- Assisted Rural Buried Drop Co-ordinator for the last year, performed all job functions which included taking initial rural customer orders for buried drop (cable) for telephone service. Processed all required agreements eg. Highway crossing, high pressure pipelines crossing, river/creek crossings, scheduled contractors to plow drop, follow up customer satisfaction and arranged final billing to customer's account.
- Phone Center Representative (1992-1994) Managed the A.G.T. Phone Center in Cochrane during the entire time it was open. Responsibilities included: Direct customer service, installation orders, change of service, repairs, sales of retail phones and related products. Handled cash, deposits, ordering stock, inventories and revenue tracking

Educational Teacher's Special Aide

Cremona Elementary and High School, Cremona, AB.

1982-1983

1978-1979

- Worked with special children needing one on one interaction with reading, mathematics, spelling, and basic learning and social skills under the direction of the Grades two, three and four teachers, this special work was challenging and rewarding

Career Development

Technical Training

Window 3.1 Level Microsoft - Introductory
Word 6.0 Windows - Level 1 Microsoft - Work Processing
Excel 5.0 for Windows - Level 1 Microsoft - Spreadsheet
Access - 2.0 for Windows for Level 1
CIMA Order Processing
Customer Service Representative
Grade 12 Diploma
Class 4 Driver's License

Personal

Principle of Ethics
Total Quality Core - Introduction, Team Skills, Problem Solving
Achieving Extraordinary Customer Service
Winning Through Customer Service
Making the Sale
Enhancing Customer Service
Experience in Lotus 1-2-3
Experience in Simply Accounting

Safety

WHIMIS Workplace Hazardous Material Information System
Standard First Aide with CPR
Confined Space Entry and Manhole Gas Detection

Personal Interest

Enjoys many sports, both participating and as a spectator. Plays league Ladies Slowpitch and Curling, also enjoys golfing and riding horses on the family ranch. Our family enjoys attending hockey games and rodeos, as our boys participate in both.

References available upon request.