

MARIA C. RYAN

maria.ryan@aliant.ca

MUSIC & ACTING:

Member of Ryan Sisters country duo

1995 – present

Showcased at Canadian Country Music Awards, East Coast Music Awards

Opening act for Leahy, Julian Austin

<http://ria.tripod.com>

Aliant Brand Commercial – “What would you like?”

March 2003

60 second & 30 second commercials

Aliant Billboard Model

March 2003

Displayed in Halifax, Moncton & St. Johns throughout 2003

Appearing on Aliant.net and Aliant.ca websites on various pages

Computer Skills:

☐ Virtuoso, Access Care, Agent Desktop 5.0, CSM

☐ Microsoft Word, WordPerfect

☐ Advanced Access 2.0

☐ Lotus 1-2-3 Release 5 for Windows

☐ Lotus 1-2-3 DOS

☐ Microsoft Excel

☐ Windows '95 '98 & 2000, XP

☐ MS-DOS 6.22

☐ Power Point

☐ PC LAW

☐ Visual Basic 4

☐ Internet/E-Mail/HTML

ADMINISTRATION SKILLS & ABILITIES

<ul style="list-style-type: none">• Exceptional organizational skills, works efficiently while paying close attention to detail• Works efficiently as a team player or independently, self motivated	<ul style="list-style-type: none">• Tyro for Billing and Residential Queues• Assisted Management• Acting Management for Billing Dept & Marketing Communications• Trained 811 and Billing representatives
<ul style="list-style-type: none">• Verified the accuracy of Aliant One telephone/mobility billing system	<ul style="list-style-type: none">• Initiated insurance claims for NB Region• Prepared legal documents for all areas of law
<ul style="list-style-type: none">• Am comfortable speaking and dealing with customers and dealing with the constant pressures of a changing business environment.	<ul style="list-style-type: none">• Developed confidence in public presentations and worked closely as a team player in the music industry• Member of The Ryan Sisters, Country Duo, showcased at CCMA & ECMA'S

EDUCATION

1996- 1997 BKM Research & Development Database Management Diploma Dieppe, NB	1990-1994 St. Mary's University - BA Psychology Major - Dean's List Halifax, NS
1985-1986 NBCC - Stenography Certificate with Honours Moncton, NB	1982-1985 Riverview High School - Academic Diploma with Honours Riverview, NB

EMPLOYMENT HISTORY

March 2003 – Present	ALIAANT Birmingham Street, Halifax, NS Acting Manger – Marketing Communications
November 2001 – March 2003	ALIAANT Scotia Square, Halifax, NS Customer Service Rep – Aliant One & 811
March 2000 – October 2001	Wilbur & Wilbur - Barristers & Solicitors Riverview, New Brunswick Paralegal
September 1999 - March 2000	Elizabeth Wilbur – Wilbur & Wilbur Riverview, NB Executive Assistant
October 1998 - June 1999	Sun Life of Canada Moncton, New Brunswick Customer Service Representative
July 1998 - October 1998	Wilbur Grew - Barristers & Solicitors Riverview, New Brunswick Legal Secretary
February 1998 - June 1998	Elizabeth Wilbur - Wilbur Grew Riverview, New Brunswick Executive Assistant
October 1996 - March 1997	East Coast Music Association Moncton, New Brunswick Database Management Consultant

INTERESTS

singing, writing music, acting, drawing, walking, skating, and biking