

MONIQUE M. FINLEY

115 COLBECK DRIVE, WELLAND, ONTARIO L3C 7B2

T. 905-788-1165

mfinley@niagaracollege.ca

COMPREHENSIVE E-PORTFOLIO

MONIQUEMFINLEY.WEBLY.COM PASSWORD: PORTFOLIO

AREAS OF SKILL AND EXPERTISE

- ACCOMPLISHED ADULT EDUCATOR
- BUSINESS/OFFICE MANAGEMENT EXPERIENCE
- EMPLOYEE MOTIVATOR
- SALES AND MARKETING AWARD WINNER
- PROFICIENT IN BUSINESS WRITING AND DOCUMENT DESIGN
- TEAM DEVELOPER
- EXCELLENT COMMUNICATION SKILLS
- OUTSTANDING INTERPERSONAL SKILLS
- STRONG ORGANIZATIONAL SKILLS
- LEADERSHIP QUALITIES

EDUCATION AND PROFESSIONAL DEVELOPMENT

MASTER OF BUSINESS ADMINISTRATION

Brock University, St. Catharines, Ontario
Beta Gamma Sigma Recipient

Graduated June 2011 - A average

BACHELOR OF ARTS DEGREE (1982)

Major - Psychology
Carleton University, Ottawa, Ontario

ADULT TEACHING AND LEARNING EXPERIENCE (2009-2010)

Niagara College's Centre for Educational and Professional Development

- Part-time Teacher Development Certificate
- Hybrid Education Certificate
- Wikis, Blogs and Discussion Boards
- Blackboard Strategies

OFFICE ADMINISTRATION RELATED ADDITIONAL COURSES

- Microsoft Office
 - Word, Excel and PowerPoint
- McLuhan & Davies Business Writing
- IWCC Business Writing
- Ed Shiller – Effective Public Speaking

INTERPERSONAL SKILLS TRAINING (2000-2004)

- Francorp, Chicago Ill.– Franchise Sales Strategies
- Queen's Executive Development Center – Leadership & Team Effectiveness
- Glaxo Wellcome - Sales Competency Development Workshop
- Glaxo Wellcome - Work/Life Balance

SCIENCE/MEDICAL TRAINING (1987-1995)

Brock University – Biology

Operation and management of:

- Physicians' office
- Hospital protocol
- Pharmacy

Accredited Pharmaceutical Medical Requirement Courses (1987-1990):

- Infectious disease
- Gastrointestinal disease
- Asthma
- Migraine

MONIQUE M. FINLEY

115 COLBECK DRIVE, WELLAND, ONTARIO L3C 7B2

T. 905-788-1165

mfinley@niagaracollege.ca

COMPREHENSIVE E-PORTFOLIO MONIQUEMFINLEY.WEBBLY.COM PASSWORD: PORTFOLIO

POST SECONDARY ADULT TEACHING EXPERIENCE

PROFESSOR IN ENGLISH, BUSINESS AND OFFICE ADMINISTRATION DEPARTMENTS

CO-ORDINATOR OF OFFICE ADMINISTRATION DEPARTMENT

Niagara College of Applied Arts & Technology, Niagara-on-the-Lake, Ontario

(JANUARY 2009-PRESENT)

- Designed and delivered curriculum in Business, English, Office Administration Departments
- Provided engaging and stimulating learning experiences to both large and small student groups
- Integrated web-based technologies to support multiple learning styles
- Created then delivered Presentation Skills CAPA 1142 in a hybrid model
- Organized lesson plans utilizing effective motivational instructional
- Assessed and evaluated student performance at the college level

SEMINAR INSTRUCTOR, BUSINESS FACULTY

Brock University, St. Catharines, Ontario

(SEPTEMBER 2010- PRESENT)

- Lead multiple undergraduate seminars (Business Ethics)
- Supported learning objectives of Professor by developing interactive seminars
- Assessed student performance by evaluating seminars participation, examinations and essays

COMMUNITY, CONFERENCE AND WORKPLACE EDUCATION

(JANUARY 1995-MARCH 2000)

- Presented over 80 health education seminars on migraine, asthma and/or smoking cessation to groups from 5-100 throughout workplaces in Toronto, Hamilton and Niagara region
- Guest speaker at many medical conferences regarding the analysis and management of workplace health
- Trained 24 franchisees on sales, marketing and employee hiring and retention
- Organized and facilitated three national Franchise conferences

PROFESSIONAL EXPERIENCE

PROFESSOR

Niagara College of Applied Arts & Technology, Niagara-on-the-Lake, Ontario

JANUARY 2009-PRESENT

Coordinator of the Office Administration Department

JULY 2011-PRESENT

Brock University, St. Catharines, Ontario

SEPTEMBER 2010-PRESENT

Able to teach a broad and varying range of subjects across multiple departments, adapting to the needs of students and administrators, delivering well received lessons and experiences.

- Prepared and taught dozens of courses in the Business, English and/or Office Administration Departments; English, Ethics and Customer Service, Macroeconomics, Organizational Behaviour, Microsoft Excel 2007, Customer Relationship Management, Presentation Skills
- Prepared and taught 10 Business Ethics3P82, third year seminars at the University level

MONIQUE M. FINLEY

115 COLBECK DRIVE, WELLAND, ONTARIO L3C 7B2 T. 905-788-1165 mfinley@niagaracollege.ca
COMPREHENSIVE E-PORTFOLIO MONIQUEMFINLEY.WEBBLY.COM PASSWORD: PORTFOLIO

DIRECTOR OF FRANCHISE SALES AND MARKETING

MARCH 2000- SEPTEMBER 2009

Niagara Business Brokerage Corp. St. Catharines, Ontario

As co-owner, established Niagara Business Brokerage as a firm that coordinated the sale of small-medium sized businesses (including franchises) to qualified buyers. Recruited 24 franchisees across Canada and four US states.

- Managed and organized corporate-owned facilities in both Canada and the United States
- Analyzed different franchise business models, industry trends and retail buying patterns resulting in the ongoing reinvention and improvement to strategic methodologies
- Designed and published comprehensive manuals governing franchise operations in areas of sales, marketing and human resources
- Designed and produced multi-national corporate web site and all marketing materials (print, radio and television)
- Trained 24 independent franchisees in diverse areas relating to sales, marketing, entrepreneurship, staffing, and general office management

MANAGER/CONSULTANT OF HEALTH STRATEGIES – ONTARIO

JANUARY 1995-MARCH 2000

Glaxo Smith Kline Canada Inc., Mississauga, Ontario

Directed the development of the newly established Health Strategies Department (Ontario) for this world ranked pharmaceutical company. Partnered with private sector stakeholders in an effort to manage workplace health thus minimizing absenteeism due to illness.

- Established unconventional, unprecedented partnerships – between a pharmaceutical company and influential Canadian employers: Nortel, City of Mississauga, Canadian Tire Acceptance, Metro Toronto Police, Brock University, Xerox, Dofasco, Dana Canada, Lincoln County Board of Educations
 - Earned customer trust by acting with honesty, integrity and professionalism
 - Partnership collaboration lead to landmark best practices connecting workplace health and increased workplace productivity
- Established ‘best practices’ for all tools and strategies used to improve workplace health:
 - Developed various workplace health data analysis initiatives
 - Launched a software program that helped analyze workplace health issues
 - Delivered employee education programs for private/public sector Human Resource Managers of large Ontario based employers
- Analyzed and interpreted complex prescription medicine data and employee absenteeism data of clients’ workplace then created a customized employee education strategy addressing the issues unearthed
- Planned, helped write, designed then taught the *Inspire* series of health education workshops for employee and community groups throughout Ontario (four modules):
 - Take Control of Your Health, Migraine, Smoking Cessation and Asthma Management
 - Series brought international recognition to the department

MONIQUE M. FINLEY

115 COLBECK DRIVE, WELLAND, ONTARIO L3C 7B2

T. 905-788-1165

mfinley@niagaracollege.ca

COMPREHENSIVE E-PORTFOLIO MONIQUEMFINLEY.WEEBLY.COM PASSWORD: PORTFOLIO

PHARMACEUTICAL SALES REP. NIAGARA/BRANTFORD

JANUARY 1986-JANUARY 1995

Glaxo Smith Kline Canada Inc., Mississauga, Ontario

- Participated and lead many sales training exercises from 1986-1995 for new employees
- Coached, empowered and trained the new sales representatives towards achieving their best results
- Earned prestigious President's Award seven times for outstanding performance, initiative, leadership and sales performance

MANAGER OF THE CANADA EMPLOYMENT CENTER FOR STUDENTS

JANUARY 1983-JANUARY 1986

Employment and Immigration Canada, St. Catharines, Ontario

- Responsible for all management functions for employment center: hired staff (8), trained staff, interfaced with clients and customers, set up all office policies and procedures

ASSISTANT TO GILBERT PARENT, MEMBER OF PARLIAMENT

JUNE 1980-JANUARY 1983

Welland Riding, Welland, Ontario

- Performed all administrative duties required to service the Member's constituency and manage his timetable

COORDINATOR WELLAND FOOD DRIVE (VOLUNTEER)

2006 - PRESENT

COMMITTEE MEMBER (VOLUNTEER)

2003 - 2005

- Lead core committee (10) in city wide initiative to collect food for the three food disseminating charities in Welland; Hope Center, Salvation Army and Open Arms Mission
 - Organized and promoted the Food Drive as well as recruited and coordinated volunteers (over 450 in total) in the collecting/sorting of over 35 tons of food