



Diane Babcock - Resume 2016

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SUMMARY OF QUALIFICATIONS SINCE 1988

- computer experience starting with DOS and less powerful desktop publishing and bookkeeping software
- bookkeeping including financial statements and multiple integrated companies
- writing and design including ISO work procedures, web design, and marketing
- office administrator and accounts receivable collections
- creative writing: poetry, greeting cards, eulogies, inspirational and on request
- technical & instructional writing: operating procedures, pocket guides
- informational writing: newsletters, web content, articles, blogging, newsletters & distribution

PROFESSIONAL EXPERIENCE

Writing & Design:

- Animated gifs
- Complex work order descriptions into 3 basic components for warranty
- Cross reference filing systems for integrated departments, i.e., sales, parts, office
- Daily travel log for website to increase shareholders and shareholder interest
- Direct marketing material for target audiences
- File saving and distribution for multiple uses and software applications
- Graphics in high-end raster/vector imaging software
- ISO work procedures
- Letters of appeal and collection
- News releases and letters to shareholder
- Page layout with categories, sections, and subjects
- Promotional flyers, magazine articles, announcements
- Step-by-step work procedures for training
- Technical data into layman's terms
- Transparencies from graphics for layering
- Window painting using the grid method of resizing images

Specialized Publication & Design (infoflip format):

- Adapt client data from miscellaneous files, brochures, tables, web sites to [infoflip](#) format
- Convert image and graphic files from supplied or miscellaneous format to print format
- Inside & outside cover design
- Liaise with clients and discern their requirements for their audience
- Organize page layout, bulleting, and hypertext linking
- Provide writing/imaging technical support

Bookkeeping:

- E-file 100s of claims at tax season
- Financials for reporting periods to BCSC & USSEC
- Industries: computer sales & service, construction, fabrication, industrial scales, logging, non-profit, public mining, plumbing, restaurant supply, towing
- Mediate between accountants and clients
- Multiple integrated companies, including US
- New company set up, including various bookkeeping software and manual bookkeeping
- Payroll, PST & GST remittance, including audit

Other Skills:

- Accounts Receivable and collections
- Catalogue and ship parts for warranty
- Convert infoflips to web pages
- Create demographic databases for marketing
- Create and maintain informative web presence
- Design job management systems
- Head waitress
- Install and set up new software, including coaching and training of staff
- Inventory control
- Invoicing, including detailed descriptions
- Maintain and submit pre-authorized payment database
- Maintain mailing list database
- Self-employment: bookkeeping, pressure washing
- Track stock portfolio and analyze computer data for capital gains
- Mail Chimp subscriber newsletter design & mail-outs

Demonstrated Skills & Abilities:

- Assisted in increasing public company shares from 0.06/share to 0.78/share in one year through effective marketing, communication, and teamwork.
- Recovered 10s of \$1,000 from overdue Accounts Receivable through effective communication.

- Promoted successful special public event while bringing together community involvement.
- Set-up highly organized office systems and procedures for 8 companies including software.

EDUCATION & TRAINING

- Int'l Human Rights Law: Prospects & Challenges (2014) Duke University
- Songwriting (2014) Berklee College of Music
- Creative, Serious and Playful Science of Android Apps (2014) University of Illinois at Urbana-Champaign
- Democratic Development (2014) Stanford University
- Civil Disobedience Direct Action Workshop (2013) Mid-Island Council of Canadians
- Certified Life Coach (2013) American University of NLP
- NLP Master Practitioner Certification, American University of NLP (2013)
- NLP Practitioner Certification, American University of NLP (2012)
- Self Employment Program, Community Futures, Nanaimo, BC (2006)
- Independent Employment Program, Community Futures, Nanaimo,BC (2001)
- Scuba diving (1999)
- Basic Security Training, The Commissionaires, Nanaimo,BC (1999)
- Speak with Confidence, Malaspina College, Nanaimo,BC (1994)
- Auxiliary/Reserve Constable, Police Services Branch, Nanaimo,BC (1991) (including firearms)
- Fashion Modeling, Charles Stuart Agency, Nanaimo,BC (1990)
- DOS Basic & Advanced (1989)
- Basic pilot training: 10 hours logged flight time (1987)
- Basic automotive training: gas jockey and mechanic's helper (1975)
- Grade 11+ Academic-Technical Program, Correlieu Senior Secondary, Quesnel,BC (1973)

WORK HISTORY

- [Cool Tech](#) Writing & Design, Nanaimo (2007-present)
 - Owner
- Flip Productions Ltd, Nanaimo (2002-2006)
 - Technical Writer, Graphic Designer, Webmaster
- Nanaimo Dive Association, Nanaimo (2000-01)
 - Office Manager
- The Commissionaires, Nanaimo (1999-01)
 - Security Guard
- Joyce A. Smith & Associates, Nanaimo (1999-00)
 - Bookkeeper
- Nu-Dawn Resources Ltd Nanaimo, BC
 - Office Manager
- Hub City Springs Ltd, Nanaimo (1993-94)

- Office Manager
- Island Mack Trucks Ltd, Nanaimo, BC (1990-93)
 - Warranty Administrator
- Hennessy Equipment Rental Ltd, Nanaimo BC (1988-89)
 - Office Manager
- Little Lumber Restaurant Nanaimo, BC (1986-88)
 - Head Waitress (Best Waitress Award)
- Coast Power Wash, Nanaimo, BC (1984-85)
 - Owner/Partner