

# NICOLE CONNOR

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## SELECTED RELEVANT WORK EXPERIENCE

*Le Groupe Green, Executive Assistant* - Montreal, 2018 to recent

- Executive assistant to the CEO and Managing Partner of a boutique life insurance and wealth management firm.

*MaplesFS, Assistant Vice President – Global Entity Services*, Grand Cayman and Montreal, 2016 to 2017

- Client relationship manager with a global team of 6 who provided 24/7 full-service centralized global administration to the world's top Private Equity firms.
- Developed and executed workflow protocols specific to the Global Entity Services (GES) mandate to ensure we were acting in accordance with legal, regulatory and internal risk management requirements, including complying with policies and procedures. These procedures were adopted and used both internally and by third party providers in 21 jurisdictions around the world.

*McInnes Cooper, Content & Data Coordinator*, Halifax, NS, 2013 to 2016

- Managed project for new intranet and legal knowledge sharing platform using SharePoint 2013 and was responsible for the adoption and uptake of the intranet through enhanced user training, campaign management, communication, and development of feedback mechanisms.
- Develop best practices to utilize the data captured to improve knowledge management and sharing throughout the firm in order to streamline workflows and standardize end product. This allowed me to provide guidance, recommendations, and advice to lawyers, management and staff on how to ensure their knowledge assets are relevant, standards-based, and retrievable via the intranet.
- Prior to the intranet project, I was responsible for all training and firm communication associated with a new centralized physical security system to ensure a seamless transition for users. Implemented a new digital document production workflow and protocol.

*Style 52, Assistant Manager/Senior Sales*, Halifax, NS, 2010 to 2013

- Provided end-to-end service for clients by facilitating their purchasing experience from initial concept meeting and selection, budgeting, ordering, shipping, receiving, delivery, and post-purchase service.
- Handled escalated customer service issues and offered appropriate solutions via a value-add model to ensure 100 percent customer satisfaction.

*KD Consulting and Design, Interior Design Project Manager (Contract)*, Halifax, NS, 2009 to 2010  
*Worked exclusively on projects for Shannex*

- Managed the construction of seven senior care facilities (392 suites) throughout New Brunswick.
- Responsible for the supplier bidding process, review and negotiation of quotations and service contracts, and approval of supplier invoicing. This also included the budgeting, selection, specification and ordering of hard and soft interior finishes. Building and maintaining relationships was the key to my success in this position.

## TECHNICAL SKILLS

- Microsoft: Office: Word, Excel, PowerPoint, Access, Visio, Nuance, SharePoint 2013
- Smart Draw, Piwik Analytics, OneLog
- Photoshop CS6
- AutoCAD, 20/20 Design

## EDUCATION & TRAINING

- SharePoint 2013 Site Collection and Site Administration
- Interior Decoration & Design Diploma; CompuCollege, Halifax, Nova Scotia
- Liberal Arts; University of New Brunswick, New Brunswick