

DOUGLAS BASTIEN

doug.cv@pod.ca

www.pod.ca/doug/professional/cv

SKILLS

Bilingual (English, French)

Fast-learner, dynamic, hard-working and honest

Fast and Accurate Typing speed (70 w.p.m. @ 100%)

Accomplished in many software applications

Administrative and office experience

Certified First-Aid Para-Secours Enr.

EXPERIENCE

Research Assistant

June-August 2001

(full-time)

Royal Bank - Commercial accounts dept.

Assisted account inquiries for commercial clients of Montreal and Halifax. Tasks include submitting requests for account statements, retrieving specific account transaction histories, sending clients requested information and verifying account signature authorization requests.

Customer Service Representative

November 2000-(present)

(part-time)

Minolta Business Centre

Assisted and informed clients of their printing and output options. Services include graphic design and digital printing, to graphic design and high quantity outputs and finishing. Maintained a high-level of efficiency in a high-stress environment. Continually informed of changing company pricing and procedures, and being committed to providing customer service.

Graphic Designer

February-August 2000

(full-time)

Copie Sélect [Nashville Printing]

Processing and printing graphic files from a variety of different software, from different media. Outputted in a variety of formats, to different printing machines, including Splash RIP postermaker. Advised clients how to achieve maximum quality and best output for their projects.

Brokerage Clerk

January-February 2000

(full-time)

TD Waterhouse-Montreal trading

Assisting traders with Registered Plans and Trade Account transfers and verifications. Processing, updating, and filing account requests. Performing various data entry and references, logging with central mainframe system controls and investigated account inquiries. Acquired and applied knowledge of investments and trade definitions.

SOFTWARE KNOWLEDGE

Windows Structure

Mac OS

Photoshop 6

Illustrator 9

Quark Xpress 4.1

Pagemaker 6.5

Flash 5

Fireworks 4

Frontpage

FTP Clients

Internet Explorer 5.5

Eudora & Outlook

Dreamweaver 4

HTML

MS Word

MS Excel

WordPerfect 7.0+

Operating Systems

Graphics

Internet

Applications

EDUCATION

(Currently) B.Comm. Major: MIS 2000-(present)
Concordia University

Conversational Chinese (Mandarin) February-April 2002
Dawson College (Non-credit)

D.É.C. Pure & Applied Sciences 1997-1999
Dawson College

D.É.S. Talented and Gifted Programme (TaG) 1991-1997
Centennial Regional High School 1991-1997

INTERESTS

Rollerblading
Graphic Design / **Webpage design**
Media / **Personal Technology /** **Politics**

EXTRACURRICULAR

Maintenance and web-site development October 2000-(present)
MTP Network www.morethanpictures.com
Providing assistance to the development and integration of services and information for this image brokering and photographer network website.

Notetaker and speech typist October 2000-December 2000
Concordia University Disabled Students Center
4 hours / week
Transcribed and typed lectures for deaf and moderate-deaf students at 70 w.p.m.

Mentor - Students at risk of dropping out January 2002-(present)
Prometheus Project - Projet Prométhée
Meet with a high school student for at least one hour / week. Instructional meetings are provided for the mentors by the organisation.

Production Manager and Contributor September 1997-January 1998
"the plant" student weekly Newspaper at Dawson College
16 pages, **2000** copies/week
oversaw entire production and developed methods for improved computer efficiency for weekly deadlines

REFERENCES

Available by request