

SYLVIA SPEARS

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SUMMARY

Skilled professional with 10+ years of experience in operations, customer service, and program management. Demonstrates exceptional organizational, management, and communication abilities, ensuring efficient operations and superior customer experiences. Adept at overseeing complex programs, managing budgets, and fostering strategic partnerships to align with institutional goals and regulatory standards. Seeking an opportunity to contribute to organizational success, leveraging expertise in the following:

- **Project Management:** Highly competent in overseeing complex programs, managing budgets, coordinating with vendors, and establishing strategic partnerships. Adept at aligning program delivery with institutional goals and regulatory standards.
- **Operations:** Demonstrates strong organizational and management skills, ensuring efficient scheduling, communication, and compliance with health and safety standards. Proficient in inventory management and operational logistics.
- **Customer Service:** Excels in delivering exceptional customer experiences through personal engagement, effective communication, and proactive feedback resolution. Skilled in fostering customer loyalty and driving sales growth.
- **Languages:** Fluent in English and French.

PROFESSIONAL EXPERIENCE

Executive Assistant to the President and Officer, Membership Services Officer
Electricity Canada (formerly Canadian Electricity Association) | Ottawa, ON | September 2021 – March 2025

This role involved providing top-tier support to executive leadership, managing educational programs, and delivering exceptional membership services. Responsibilities included streamlining processes, enhancing program effectiveness, and managing multiple projects simultaneously. The position requires strong problem-solving skills, vendor management experience, and the ability to foster strong relationships with internal and external stakeholders. Frequently executed additional responsibilities due to high performance.

Accomplishments:

Executive Support

- Efficiently manage scheduling and communications for the President and CEO, ensuring smooth daily operations.
- Successfully organize and prepare for high-level meetings, including coordinating logistics and documentation.

- Prioritize and respond to executive emails, maintaining effective communication channels.
- Created code of conduct

Education Coordination

- Program managed Electricity Fundamentals in Canada training, overseeing student status, enrollments, and payments.
- Coordinated with multiple vendors to ensure technical program integration and seamless operation.
- Delivered educational programs aligning with institutional goals and regulatory standards.
- Evaluated training through assessments, surveys, and feedback, making necessary adjustments to enhance effectiveness.
- Established partnerships with external organizations for program support and sponsorships.
- Administered budgeting and financial management for educational programs.
- Spearheaded the French translation of a course, ensuring timely and budget-compliant delivery.

Membership Services

- Synchronized the awards program, enhancing application processes and communication with winners.
- Revamped membership terms of reference documents, standardizing and reclassifying committees for consistency.
- Investigated and resolved membership and payment issues, ensuring member satisfaction.
- Standardized onboarding/offboarding processes, created training materials, and conducted staff training.
- Implemented a perpetual calendar for membership services, ensuring task organization and completion.
- Conducted annual member satisfaction survey to identify improvement areas.

Co-Kitchen Manager | Artisin Bakery | Ottawa, ON | | 2015-2016

Sous Chef | The Courtyard Restaurant | Ottawa, ON | 2013-2015

Pastry Chef | Tulips & Maple Catering | Ottawa, ON | 2012-2013

Cook | Juniper Kitchen and Wine Bar | Ottawa, ON | 2010-2012

Cook | Arc the Hotel | Ottawa, ON | 2008-2010

Over the last decade, various roles have been held within kitchen environments. Demonstrated expertise in leading kitchen staff, training employees, managing inventory, and ensuring food quality and safety standards. Played key roles in menu development, customer satisfaction, and operational efficiency. Developed strong organizational, managerial, and customer service skills, making a seamless transition to project management in an office environment.

Accomplishments:

Leadership and Team Management

- Led kitchen in Head Chef's absence, ensuring continuity and maintaining high standards of food preparation.
- Trained new employees on restaurant standards, improving team performance and adherence to regulations.
- Managed a team of 2-5 employees, ensuring quality and efficiency in food preparation and service.
- Recruited, interviewed, and trained new employees, maintaining a well-organized and motivated team.

Operational Efficiency

- Streamlined kitchen operations by developing and implementing training programs for line cooks on culinary techniques, enhancing productivity.
- Supervised menu planning, food preparation, and staffing, ensuring food cost was within budget without compromising quality.
- Reviewed and restructured meal plans, contributing to cost-effective and high-quality offerings.
- Managed inventory, maintained equipment, and ensured compliance with sanitation and safety standards.
- Responsible for opening and closing the restaurant, ensuring all operational tasks were completed efficiently.

Customer Satisfaction

- Increased sales by creating new recipes and special desserts, enhancing menus and engaging customers.
- Regularly met with customers to ensure satisfaction with meals, providing exceptional service and addressing feedback promptly.
- Developed personal relationships with guests, improving dining experiences and fostering customer loyalty.
- Enhanced sales by recommending additional, appropriate items to guests, improving their dining experience.

Project Management and Coordination

- Collaborated with restaurant managers to discuss sales, budgets, menu, customer feedback, and inventory, ensuring alignment with business goals.
- Aligned seasonal plans with ingredient availability and key area events for optimal promotions.
- Prevented cross-contamination in meal preparation, ensuring safety for food allergy sufferers.
- Orchestrated working relationship between front and back of house, ensuring customer satisfaction and smooth operations.

Administration

- Experienced in basic bookkeeping, including payroll, maintaining budgets, and filing receipts.
- Verified back-of-house hours to ensure accurate payroll processing.
- Scheduled staff according to daily needs and functions, optimizing workforce efficiency and cost management.
- Conducted internal audits and maintained compliance with health and safety standards.

Bilingual Licensed Insurance Agent | Belair Direct | Ottawa, ON | 2006-2008

EDUCATION

Currently attending Herzing College in Occupational Health & Safety – to be completed May 2026
 Pastry and Cuisine Diploma | Le Cordon Bleu College of Culinary Arts | 2008
 Secondary School Diploma | Notre Dame High School | 2000

2025–2026: Full-time studies in occupational health and safety (diploma program), undertaken to build specialized knowledge in workplace safety, compliance, and risk management