

JEN BOUCHER

PROJECT COORDINATOR

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PROFESSIONAL

SKILLS

- Presentation Preparation
- Design Concept & Execution
- Content Collection and File Maintenance
- Event Coordination
- Critical Thinking
- Problem Solving
- Writing Aptitude

EDUCATION

CERTIFICATE IN MEDIA TECHNIQUES & MARKETING COMMUNICATIONS

BCIT, Burnaby BC
2019 – IN PROGRESS

GRAPHIC DESIGN CERTIFICATE

BCIT, Burnaby BC
2017

ASSOCIATE OF ARTS (Partial)

Langara College, Vancouver BC
2007

PROFESSIONAL PROFILE

A highly organized team player with over 20 years of effective project coordination, administration and graphic design. Acute ability to anticipate and multitask with strong interpersonal skills. Proficient in Adobe Creative Suite, Microsoft Office, and various CRM and project management platforms. Excellent written communication and research skills. Efficient and eager learner.

PROFESSIONAL EXPERIENCE

OWNER, PROJECT COORDINATOR & GRAPHIC DESIGNER

Call The Bouch, Vancouver & Vernon, BC, 2012 – Present

Sole proprietorship contractor of various support services such as event & project management, graphic design projects, and website creation.

- Oversee and coordination of events and conferences including the writing and execution of all after-sales communications to ticket holders, vendors, speakers and sponsors, registration set-up and maintenance, venue liaison, email marketing, volunteer coordination, website updates and more (Clients: Women in Biz Network, Vancouver International Guitar Festival).
- General support for a variety of non-profits, including fund development and tracking, community case study research and reporting, graphic design and website updates, coordination of board materials and communications, and project management of custom CRM development (Clients: Take a Hike Foundation, LIFT Philanthropy Partners, Coastal Sound Music).
- Office management for a team of clinical counsellors, including the set-up and maintenance of a CRM, preparation of marketing and conference presentation materials and the creation of a policy and operations manual for the practice (Client: Allison Rice and Dennis Dion Therapy).

ASSISTANT MANAGER

Bookland, Vernon, BC, 2017 – Present

Part-time assistant manager duties for independent bookstore.

- Excellence in customer service, ensuring to listen to customer's wishes and deliver to the best of the store's ability.
- Experience in opening and closing store, cash, debit and credit transactions, inventory administration and other retail duties as needed.

INTERIM WEB PROJECT COORDINATOR

InfoTel Multimedia, Vernon BC, 2019

Liaison between clientele and sales team, copywriters and web developers to manage the content, design wishes and ongoing website maintenance for over 350 website customers.

- Sole point of contact for after-sales service: conduct content collection interviews and organize data and assets for web production. Coordinate all stakeholders through project completion while maintaining a fast-paced efficiency to meet the targets and goals of a busy department.
- Deliver clear communication on project status, technical issues / requirements and ongoing client updates, maintaining a big picture perspective while filtering applicable data to the relevant parties.
- Monitor all web department operations to meet deadlines and ensure customer satisfaction. Track and summarize all web department activity in regular company-wide project updates.
- Update client websites on Wordpress Divi platform.

TECHNICAL

SKILLS

Adobe Photoshop

Advanced 

Adobe Illustrator

Expert 

Adobe InDesign

Intermediate 

Microsoft Office Suite

Advanced 

Social Media Management

Intermediate 

Video Production

Novice 

Wordpress

Intermediate 

Online Website Platforms

Expert 

ACHIEVEMENTS

- Employee of the Year
The Feldman Agency, 2005
- Queen Elizabeth II Medal
AEHS, 1996

VOLUNTEER EXPERIENCE

- Homework Club Society, 2019-
present
- Archway Society, 2020 - present
- Volunteer Cancer Drivers Society,
2016 – 2018
- WISH Drop-In Centre Society,
2007 – 2011
- Canadian Music Therapy Ride,
2005 - 2010

INTERESTS

- Reading
- Hiking
- Cooking
- Travel

EXPERIENCE CONTINUED

EXECUTIVE COORDINATOR

LIFT Philanthropy Partners, Vancouver BC, 2011 – 2012 (Maternity coverage)

Central point of contact for the executive team, board of directors, a national leadership council and the greater network of clients, supporters and contacts.

- High-level administration of office operations, scheduling of internal and external meetings and management of office support staff.
- Collaboration with controller on human resource management including creation of job descriptions, posting of employment opportunities, resume screening, interview scheduling and assistance, and the organization, tracking and storage of sensitive files.
- Management of special projects as needed, including the management of the development of a custom CRM and the relocation of offices.

EXECUTIVE ASSISTANT, CULTURE & CELEBRATIONS

Vancouver Organizing Committee 2010 Olympic and Paralympic Winter Games,
Vancouver BC, 2008 – 2010

Senior level administration of the department responsible for the first ever Olympic arts festival to run for three years in conjunction with the winter games.

- Managing the extraordinarily busy calendar for the Vice President of Culture, Celebration and Education programs. Administered the timely and accurate flow of information between VANOC departments and to department team members as needed. Presentation preparation and assistance.
- Production assistance for festival events at venues across Vancouver, including security, ticketing and VIP itinerary concerns.
- Logistical coordination of government delegates from across Canada, execution of seamless meeting production, recording and distribution of meeting minutes.

AGENT ASSOCIATE

The Feldman Agency, Vancouver BC, 2002 – 2008

Administration of numerous aspects of Canada's leading talent booking agency.

- Liaison between agents, artist management, concert promoters and venue contacts to map available venue dates to schedule tours across Western Canada in conjunction with East Coast tour dates. Assist the execution of contracts from negotiation through to tour settlement.
- Preparation of agency marketing materials and execution of email marketing campaigns. Controlling of company-wide incoming and out-going contracts and all roster artist riders.

EXECUTIVE AND PRODUCTION ASSISTANT

Paul Merce Concerts, Vancouver BC, 1998 - 2001

Administration of all aspects of Canadian tours for musical acts and theatrical productions.

- Tracking of reporting of ticket sales. Preparation of necessary forms and letters for work visas, border crossings, event insurance. Arrangement and booking of travel itineraries.
- Assistance with marketing materials and media announcements. Maintenance of national media database.

REFERENCES

Letters of reference available online: [link](#).

Reference contact information available upon request.