

Annick Fransen

Victoria BC

WORK HISTORY

Chrysolinthe. Database & Office Support 2001 – Present

INDEPENDENT/FREELANCE OFFICE ASSISTANT/SECRETARY (VIRTUALLY AND ON-SITE): * Creates database (Access) * Updates website (FrontPage) * Formats documents (Word, Excel, PowerPoint, and Publisher) * Assists clients with computer issues on-site or virtually.

BC Cancer (Victoria) – Systemic Therapy Clinical Trial (Provincial Health Services Authority) October 2010 – February 2011

CLINICAL TRIAL SECRETARY (PT): Assists the Clinical Trials Unit Manager, CTU Medical Leader and CTU staff with tasks related to new protocols, contract, meetings, accounts receivable/payable, supplies, CV's and licenses, data and information management: Liaises with other departments at BCCA, VIHA and PHSa on workflow and other matters * Maintains and updates CT database and website * Maintains a department filing system * Schedules meetings, books meeting room(s), contacts attendees, types and circulates agendas, arranges audio-visual equipment/aids and lunches * Performs a variety of routine secretarial duties (photocopying, typing, ordering supplies, scanning, responding to inquiries, etc.) * Monitors accounts receivable/payable, reconciles invoices/cheques received with patient's visits, issues invoices and cheque requests for travel expenses * Performs other related duties as assigned.

BC Cancer (Kelowna) – Systemic Therapy (Provincial Health Services Authority) July/August 2010

CLINICAL SECRETARY (CASUAL FT): * Arranges meeting times, books meeting rooms, notifies attendees, and circulates relevant materials as requested * Screens and prioritizes calls from all sources including patients; refers calls to other parties or provides information as appropriate. Maintains a schedule of appointments for appropriate individuals * Opens, screens, prioritizes and distributes incoming mail * Provides secretarial support as required * Performs other related duties as assigned.

BC Cancer (Kelowna) – Radiation Oncology (Provincial Health Services Authority) October 2009 – September 2010

CLINICAL SECRETARY (CASUAL PT/ON-CALL): * Arranges meeting times, books meeting rooms, notifies attendees, and circulates relevant materials as requested * Prepares on-call lists and weekly staff schedule * Using word processing software types, formats and edits documents such as correspondence and memos from transcribing equipment, hand-written or electronic drafts. Drafts routine items for signature as required * Screens and prioritizes calls from all sources including patients; refers calls to other parties or provides information as appropriate * Maintains a schedule of appointments for appropriate individuals * Opens, screens, prioritizes and distributes incoming mail * Books hotel accommodation and makes travel arrangements * Provides secretarial support as required * Performs other related duties as assigned.

Election BC (Penticton) May 2009

INFORMATION OFFICER: * Greets, assists and directs voters at the advance voting days

Calgary, Alberta

Molecular Diagnostic Laboratory (Calgary Health Region - ACH) July 2005 – March 2009

SECRETARY II: * Files (hard copy & electronic) * Data management (Access) * Formats document (Word, PowerPoint, Publisher, InDesign) * General office duties (photocopies, sends fax & mail, uses courier services (Purolator & FedEx) * Troubleshoots copier, fax, printers * Orders & maintains office supplies * Receives/distributes mails & packages * Communicates and follows up with patients, hospital staff, physicians' offices and laboratories in and out of Alberta (inquiries regarding procedures, tests, invoicing, etc) * Manages the lab team meeting room (Outlook) * Books meeting rooms, flights, hotels, processes travel claims * Reviews & enters timesheet (E-people) * Assists with the organization of meetings between genetics laboratories (Calgary/Edmonton) (books meeting rooms, catering, hotel rooms, preparing documents, etc.)

Dr Kris Hedge (Pediatrician) May 2005

RECEPTIONIST/SECRETARY: * Welcomes patients * Answers phone * Schedules appointments * Prepares patients' charts * Files * Received and distributes mail.

United Utility Worker's Association

March 2001 – September 2004

ADMINISTRATIVE ASSISTANT / OFFICE ADMINISTRATOR: * Assists with AGM & seminars/courses * Deals with accounting & finances (A/R, A/P, Payroll, bank reconciliation, data entry in Simply Accounting, etc) * Reception support services * Orders and maintains office supplies * Arranges travels * Manages and reconciles membership and dues * Deals with multiple HR departments * General office duties.

Temporary Assignments through agencies

August 1998 – February 2001 and 2004 - 2005

Mark Personnel Services Inc., bp Floater Staffing, Diversified Staffing Services Ltd, The Personnel Department

ADMINISTRATIVE ASSISTANT, FILING AND LIBRARY CLERK, DATA ENTRY CLERK, SUPPORT CLERK: * Files * Formats documents (Word, Excel, PowerPoint) * Photocopies documents * General office duties * Sets up and Manages database (Access) * Converts documents into Word and Excel * Completes online researches * Arranges travels and processes claims * Assists with mailing list

COMPUTER SKILLS

- WordPerfect, very strong knowledge of Microsoft Office (Word, Excel, Access, PowerPoint, Outlook)
- Simply Accounting, Quickbook, Quicken
- Corel Draw, PaintShop, HTML
- Internet, Scanning, Digital Camera
- Windows 95/98/NT/ME/XP, Dos
- Netscape, Firefox, Internet Explorer
- E-people (timesheet)

LANGUAGES

- English: spoken, written, read
- French: spoken, written, read

EDUCATION

Career Training and personal development

- InDesign / Access VBA Programming / Access 2003 (Macros and advance topics) / Introduction to Programming C / PC Networking Certificate (Completed in 2000) / Web Server / Multi-Server Connectivity / LAN – Local Area Networking / DOS – The complete Disk Operating System / Administrator Windows NT 4.0 / Access97 (3 levels + Design)
- Career Development Conference / Health Information Act 101 / Records Management & FOIP / Business Writing / Business English Grammar / Medical Terminology / Communication in the workplace / Basic Bookkeeping
- Real Estate Investing Seminar / American Signs Language / The basic of Drawing / Acrylic painting / Healing Touch / Importing Made Easy / Guaranteed to Succeed Budgeting / So! You want to be a Consultant

Medical Secretary (college)

1984 – 1986

I.S.C.A.M.

Brussels (Belgium)

Economic Sciences (high school)

1976 – 1984

Lycée Prince de Liège

Kinshasa (Democratic Republic of the Congo formerly Zaire)