

# Annick Fransen

## WORK HISTORY:

BC Cancer – Radiation Oncology (Provincial Health Services Authority) October 2009 – Present  
Clinical Secretary (Casual PT): \* 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.

Chrysolinthe, Database & Office Support 2001 – Present  
Independent/Freelance Office Assistant/Secretary (Virtually and On-site): \* creating database (Access) \* updating website (FrontPage) \* formatting documents (MsWord, Excel, PowerPoint, and Publisher); assisting clients with computer issues on-site or virtually

Information Officer (Election BC, Penticton) May 2009  
Greeting, assisting and directing voters at the advance voting days.

## Calgary, Alberta

Molecular Diagnostic Laboratory (Calgary Health Region - ACH) Jul. 2005 – March 2009  
Secretary II: \* filing (hard copy & electronic) \* data management (Access) \* document formatting (MsWord, PowerPoint, Publisher, InDesign) \* general office duties (photocopying, sending fax & mail, using courier services (Purolator & FedEx), troubleshooting copier, fax, printers), ordering & maintaining office supplies, receiving/distributing mails & packages \* communication and follow-up with patients, hospital staff, physicians' offices and laboratories in and out of Alberta (inquiries regarding procedures, tests, invoicing, etc); managing the lab team meeting room (Outlook) \* occasionally booking meeting rooms, flights, hotels, processing travel claims \* reception support services \* entering & reviewing timesheet (E-people) \* assisting with the organization of meetings between genetics laboratories (Calgary/Edmonton) (booking meeting rooms, catering, hotel rooms, preparing documents, etc)

Dr Kris Hedge (Pediatrician) May 2005  
Receptionist/Secretary

Mark Staffing Solutions (agency) 2004 – 2005  
Administrative Assistant: \* filing \* formatting long documents (board review/summary + letters to be mailed/courier to families, board members & family judge (MsWord)); photocopying documents/info to add in the package; general office duties)

United Utility Worker's Association Mar. 2001 – Sept. 2004  
Administrative Assistant / Office Administrator: \* assisting with AGM & seminars/courses \* dealing with accounting & finances (A/R, A/P, Payroll, bank reconciliation, data entry in Simply Accounting, etc) \* reception support services \* ordering & maintaining office supplies\* travel arrangement when needed; membership & dues management and reconciliation \* dealing with multiple HR departments

Various Assignments with Agencies 1998 – 2001  
\* Administrative Assistant/Office Clerk: Database management and data entry (Access) \* Documents conversion (Word and Excel) \* Support Clerk: documents formatting for translation and presentation (MsWord); filing; research; travel arrangement & proceeding claims \* Setting-up databases with Access and data entry (included medical terminology) \* Assistance with a mailing list \* Filing clerk & Library Support \* Data entry Clerk

## Brussels, Belgium

Self-employed Secretary

January 1992 – May 1998

- Medical Secretary: filing, typing, appointments scheduling, assistance in various departments — Set-up of layout and template using merges and macros for Word and WordPerfect.
- General typing: medical, legal, real estate, accounting, business

Administrative Assistant/Secretary

February 1987 – June 1998

Various assignments with responsibilities that include:

- Short term employment at the European Parliament Brussels (Medical Department and Documentation Centre): set-up of a database (Paradox) for managing medical certificates and medical absences.
- Medical secretary and consulting assistant at Cardiology Department, Clinique St-Jean (hospital)
- Medical secretary and office clerk for temporary agencies such as Adia Medical and Interlabor
- Medical secretary and consulting assistant at Urology Department, Clinique Ste-Elisabeth (hospital)

### COMPUTER SKILLS:

- WordPerfect, very strong knowledge of Microsoft Office (Word, Excel, Access, PowerPoint, Outlook), Simply Accounting, Quickbook, Corel Draw, PaintShop, HTML
- Internet (Netscape, Explorer, Firefox), Scanning, Digital Camera
- Windows 95/ 98/ NT/ME/XP, Dos
- 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 / So! You want to be a Consultant / Communication in the workplace / The Calgary Administrative Assistant Conference / Importing Made Easy / Guaranteed to Succeed Budgeting / Basic Bookkeeping
- Real Estate Investing Seminar / American Signs Language / The basic of Drawing / Acrylic painting / Healing Touch Level I to IV, working toward the certification.

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)