

TAMARA WISDOM

BELL CANADA, SCARBOROUGH, ON 2004-present

LEGAL AND PRIVACY AFFAIRS SUPPORT

Investigate and address Ontario small claims served against Bell, finding cost benefit resolutions, attending trials and settlement conferences throughout Ontario as a witness.

Maintain legal/privacy files, updating resources, templates, and metrics.

Demonstrated leadership capabilities during acting assignments driving operations excellence, maintaining strategic plans, and meeting goals through teamwork, and project management. • Partner with cross functional teams, working closely with customer operations, sales, corporate security, Bell privacy and legal, proactively addressing process gaps, best practices and training opportunities.

Provide accurate and legal written responses regarding lawsuits, demand letters, complaints for Bell executives, privacy ombudsman, Bell legal, and Bell media relations in addition to required government bodies, such as CRTC, and the CCTS, within time frames specified, including legal releases and settlements.

COMMUNITY AFFAIRS VOLUNTEER

Organized, and promoted Bell Mental Wellness Week events (2015-2018) for Bell, increasing employee engagement spreading awareness for mental health and Kids Help Phone.

Plan annually Employee Giving Campaign events at the Bell Scarborough office for over 700 employees, promoting and encouraging employees' charitable donations for local charities.

Participated in Bell Walk for Kids for the last five years, as walker support, and registration.

Participated in various diversity and work life meetings such Women at Bell and (WXN) Women's Executive Network sessions.

CUSTOMER RELATIONS ASSOCIATE/TRAINER

Trained new hires and colleagues in on internal processes, BellNet tools and resources.

Presented to new Direct Marketing (DMC) hires on executive office business practices. • Mentored new hires from the direct marketing centre on career tools, and arranged jobshadowing opportunities within the executive office.

Facilitated weekly touch point meetings with team members during management backup role.

Proven ability to create power point, and excel presentations, which were delivered to external groups promoting the Bell Executive Office.

Utilize management skills in team scheduling, quality assurance, coaching and team motivation.

CERTIFICATIONS

APRIL 2018 - APRIL 2019

QUEEN'S UNIVERSITY - Kingston,
Ontario Workplace Mental Health
Leadership

APRIL 2015 - November 2018

UNIVERSITY OF TORONTO - Toronto,
Ontario

Strategic Public Relations

COMPLETED COURSES

- Human Rights are Worker's Right, UNIFOR (2019)
- Woman's Advocacy, UNIFOR (2018)
- Introduction to Project Management Course, Schulich — York University
- Business Writing — Fundamentals/Writing Effective Proposal

PERSONAL ACHIEVEMENTS

- 2019 Woman's Advocate for UNIFOR Local 6006
- YouthLink Volunteer and Golf Committee Member
- Bell Mental Health Awareness Week Organizer
- Kids Help Phone Volunteer
- Durham Region Bell Canada Community Events Volunteer
- Recipient of Bell Customer Operation's Superstars and Bell Champagne Moments awards
- Bell Canada Leadership Academy Graduate
- Bell Canada Ambassador Volunteer