

## **IVANNA LYN FLINDALL**

198 Kingston Rd.  
Toronto, Ont. M4L 1S7  
(416) 690-9903

### **ADMINISTRATION**

- . Administered daily operation of bankruptcy firm, including scheduling appointments, bookkeeping (accounts payable, accounts receivable, payroll), ordering supplies, maintaining filing system, customer service.
- . Managed all aspects of personal bankruptcies, including initial consultations, production of forms, filing with Official Receiver, sending Notices to Creditors, Chairing Creditors Meetings and producing Minutes, providing mandatory counselling sessions, calculating pre- and post-bankruptcy income tax returns, obtaining Bankrupts' Discharges, producing Statement of Receipts and Disbursements, obtaining Trustee's Discharges, maintaining Trust Bank Accounts.
- . Administered production and distribution of Company Business Plan and Quarterly Reports to Board of Directors, CEO and internal Corporate Staff in real estate development firm.
- . Administered Head Office Corporate Division's Word Processing and Computer system including training operators, trouble-shooting system, producing Procedures Manual.

### **SECRETARIAL/TECHNOLOGICAL SKILLS**

#### **Hardware**

IBM Compatible PC

IBM PC - Mainframe

NBI Word Processor & PC -  
Mainframe

#### **Software**

Insolvency Manager, ChequeWriter, QuickBooks,  
Word Perfect 8, Lotus 123, Windows 98

NBI Word Processing, Multiplan Spreadsheet &  
Graphics

- . Motivated learner; self-taught most computer skills; not intimidated by new software programs.
- . Experience with various models of the following equipment: fax machines, telephones, calculators, electronic typewriters, dictaphones & photocopiers.
- . Approximate typing speed 102 wpm, some shorthand.

### **SUPERVISION**

- . Supervised one full-time and one part-time employee in bankruptcy firm, including training, delegating responsibility and performance appraisals.
- . Supervised outside consultants on installation of Mainframe Computer system in Corporate Head Office of real estate development firm.
- . Supervised fourteen operators for Mainframe Computer System including training, trouble-shooting and backups.
- . Supervised photocopy clerk on production of Company Business Plan and Quarterly Reports including quality control, inventory and meeting deadlines.

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**WORK EXPERIENCE**

- 1989 - Present: Office Manager; Certified Insolvency Administrator, Geary and Company Limited
- 1988-1989: Secretary, Homeshare Program & Housing Registry, City of Toronto, Housing Department
- 1987-1988: Word Processing Secretary, Multicon Temporary Personnel
- 1980-1987: Secretary, Risk & Insurance Department; Administrator, Business Planning & Office Automation, The Cadillac Fairview Corporation Limited

**EDUCATION**

- 1996: Canadian Insolvency Practitioners' Association, 1996 Insolvency Examination Tutorial;
- 1993: Canadian Insolvency Practitioners' Association; Insolvency Administration Course
- 1986: Ryerson Polytechnical Institute; Economics: Macro-Problems & Issues II; Economics: Micro-Problems & Issues I
- 1984-1985: NBI Canada Inc.; Key Operator and System Administrator Course re: OAsys 64 Word Processing and Computer System
- 1983-1984: University of Toronto School of Continuing Studies; Administration Course
- 1979-1980: Ontario Business College; Executive Secretarial Course, 82% Average
- 1975-1979: East Northumberland Secondary School; General Diploma, Honour Student

REFERENCES AVAILABLE UPON REQUEST