

MARIA DERAY

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HIGHLIGHTS OF QUALIFICATIONS AND SKILLS

- Graduated with a Diploma in Social Service Worker Program
- Eligible for the Ontario College of Social Workers and Social Service Workers (OCSWSSW)
- Worked as a practicum student at North Peel & Dufferin Community Legal Services as an Intake Worker
- Extensive childcare and retail customer service experience with diverse populations
- 17 months of teaching Mathematics in a secondary school in the Philippines
- In-depth knowledge of social justice support and services; awareness of the strengths and limitations of individuals who are experiencing issues concerning housing, ODSP, CPP-CPPD, Ontario Works, immigration, and employment.
- Experience in conducting initial intakes and creating case notes with marginalized individuals who are experiencing social justice issues
- Excellent organizational, analytical, critical, interpersonal, problem-solving, decision-making, and documentation skills
- Ability to work under pressure, adapt to change, and willing to learn innovative techniques to achieve goals
- Fluent in written and spoken Tagalog and English; proficient in CIMS (Complete Information Management System) and Microsoft Office Suite such as Word, PowerPoint, Excel, and Outlook
- Commitment to further professional development with current studies and virtual training such as self-directed OCASI Learn at Work Online Learning, Crisis & Trauma Research Institute (CTRI) webinars, CCOHS Mental Health training, and self-care workshops.

EDUCATION

Social Service Worker Program

Sheridan College, Brampton, ON

GPA: 3.92

September 2019 – April 2021

Bachelor of Secondary Education:

Isabela State University, Isabela Philippines

June 1994 –April 1998

Relevant Competencies

- Licensed secondary mathematics teacher
- Accrued 10 months of student-teaching practicum with high school students demonstrating readiness and competency in the teaching field
- Facilitated learning using multiple teaching methods suitable to students and their environment with and without the supervision of an advisory teacher

VOLUNTEER/COMMUNITY EXPERIENCE

Fundraiser/Member

Alumni of the Sisters of Mary School Inc., Canada Chapter

March 2011 – present

- Administer fundraising and charity events to support the mission and vision of the Sisters of Mary School worldwide
- Raise awareness of the school goals and financial needs through media, solicitation, and developed methods to grow sponsorship which multiply participation and contributions from members and donors
- Monitor budgets, expense reports, and prepare materials for fundraising events such as fundraising proposals, letters, pamphlets, and gifts to express appreciation to the generosity of donors

PROFESSIONAL EXPERIENCE

North Peel and Dufferin Community Legal Services Inc.

January 2021 - April 2021

- Conducted initial intakes with marginalized individuals, families, and communities seeking legal advice
- Gathered information from clients concerning social justice issues
- Provided appropriate referrals to individuals when service/support is not offered in the clinic such as family, criminal and civil matters, and referrals for Legal Aid Certificates, etc.

Production Associate

September 2020 - present

Goodwill Industries (Non-profit Organization)

Mississauga, Ontario

- Ability to work in a fast-paced environment which helped meet deadlines and productivity goals
- Worked collaboratively with area managers, store managers, supervisors, and subordinates which developed constructive and cooperative working relationships

Production Associate/Retail Customer Service Representative

March 2016 - August 2019

Talize, Mississauga, On.

- Promoted products, answered inquiries, and solved customer complaints
- Trained new employees and effectively delegated works to the team which resulted in productivity and a harmonious working environment

Team Member/Counter Staff

August 2013 - February 2016

Tim Hortons, Brampton, On.

- Served food and received payments by cash, vouchers, credit and debit card
- Provided exemplary customer service which improved sales and attracted new customers
- Assisted diverse customers by tending to their needs positively and professionally which built a good relationship between the customer and the business
- Employed appropriate solutions to customer complaints and inquiries which generated customers' loyalty

Childcare Provider

March 2003 - July 2013

Hong Kong and Canada

- Provided care services to children from 0-13 years old and ensured their safety and well-being
- Assisted children with their assignments and promoted proper hygiene and manners
- Engaged with the children in various activities such as sports, playdates, and provided creative/educational experience which contributed to the mental, physical, and social well-being of the children

Mathematics Teacher

June 2001 – November 2002

Solana Fresh Water Fishery School, Philippines

- Researched new topics to ensure up-to-date materials for the class and supervised activities such as math quiz competition, fun and interactive games, and engaged students in problem-solving
- Utilized various teaching techniques and activities such as group works, fun games, student-led classroom, and class discussion which resulted in the understanding of the lesson and full participation of the class
- Facilitated parent-teacher meetings to report progress and identify challenges of students which created a good relationship between parents and the school

REFERENCES AVAILABLE UPON REQUEST