

MARIA DERAY

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HIGHLIGHTS OF QUALIFICATIONS AND SKILLS

- Currently working at North Peel & Dufferin Community Legal Services as an Intake Worker
- Graduated with a Diploma in Social Service Worker Program
- Eligible for the Ontario College of Social Workers and Social Service Workers (OCSWSSW)
- 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

CSR – SSW Intake Worker

North Peel and Dufferin Community Legal Services Inc.

January 2021 - present

- 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.

Retail Sales/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

Talze, 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