

Eve Nicole Brighthouse-Warren

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Skill Highlights

- Creating an authentically inclusive environment for people from diverse backgrounds, experiences, abilities, challenges, barrier, needs, and circumstances, in both workplace and educational settings.
- Providing scaffolding, mentorship, advocacy and support for employees with diverse needs in the workplace, enabling them to meet personal and professional growth goals
- Communicating by email and telephone with both clients and employees with empathy, clarity, understanding, including while under stress
- Extensive experience interviewing and collecting data for social science research, focusing on: reading and transcribing verbatim, precisely following sampling requirements, maintaining neutrality and prevention of bias in interviewing, maintaining an efficient workflow, exceeding expected workflow metrics.
- Performed office administration duties, including telephone, email and in-person communication with various stakeholders, office organization, processing of health and dental plan documents, and organization and facilitation of meetings. Experience with the MS Office suite.
- Maintenance of confidentiality of personal and legislatively protected information.
- Committed to the highest levels of client service

Education

- Sept 2024-present: Thompson Rivers University, Bachelor of Education
- 2008-2009: Okanagan College – Geographic Information Systems Certificate
- 2008-2009: Okanagan College – AutoCAD Certificate
- 2005-2008: Okanagan College – Faculty of Arts and Faculty of Science, Salmon Arm and Vernon Campuses
- 2003-2005: University of British Columbia – Faculty of Arts, Department of History
- 1999-2003: Simon Fraser University – Faculty of Arts, School of Criminology and Department of Political Science
- 1997-1999: Okanagan University College – Arts Program

Selected Work Experience

Jan 2023 to May 2024: Underwriting Assistant Team Lead, SPGC

- Maintaining the efficiency, accuracy, and training of Personal Lines staff who process and issue insurance policy documents
- Guiding my team by leveraging existing training materials and communicating effectively
- Working collaboratively with colleagues and leadership to provide value-added expertise and exceptional service to broker partners
- Building, driving, and sustaining an engaged, high-performance team through employee development, performance management, coaching, and team effectiveness to drive accountability and favourable outcomes
- Processing and issuing policy documents, modelling best practices for my team

Sept 2022 to Jan 2023: Insurance Underwriting Assistant, SPGC

- Processing and issuing documents as instructed by Underwriters and Managers
- Meeting service standard and turnaround time with respect to issuance of documents
- Supporting Managers and Underwriters with general administrative tasks
- Producing and distribute correspondence memos, letters, faxes and forms
- Handling sensitive information in a confidential manner

May 2010 to Sept 2022: Research Interviewer, Advanis Inc.

Project specialties include academic, public policy, government studies, healthcare, and incident reporting in the workplace.

- Conducting detailed telephone interviews
- Accurate transcription of detailed and verbatim information
- Provision of feedback to facilitate the development of project scripts
- Working to tight deadlines
- Maintaining the confidentiality of personal information.

August to September, 2021: Campaign Manager, Liberal Party of Canada

- Development and implementation of strategic election plan, recruiting and training volunteers and development of budget and fundraising plan
- Effective use of and data collection for proprietary database and analysis of polling data
- Scheduling of candidate activities
- Ensuring campaign compliance with party bylaws and Election Canada legislation and regulations

September, 2005 to April, 2008: Salmon Arm Office Coordinator, Okanagan College Students' Union

- Reception and general office administration
- Processing of extended health and dental plan documents
- Organization and facilitation of meetings
- Maintenance and staffing of the office
- Communication with students regarding student-interest issues in a variety of formats.

May, 2004 to April, 2007: Drug Testing Collector and Breath Alcohol Technician, VerificationsCanada (formerly Drugtec Systems, Inc.)

May to September, 2002, 2003 and 2004: Manager, Salmon Arm Nature Enhancement Society Interpretive Centre

May, 2001 and May, 2005: Polling Officer, Elections BC

May, 2004 and October, 2019: Deputy Returning Officer, Elections Canada

Volunteering and Organizations

- October, 2005 to June, 2008: Board of Governors, Okanagan College
- October, 2005 to June, 2008: Education Council, Okanagan College
- January, 2004 to December, 2007: member of Salmon Arm Rescue Unit