

RACHEL CATROPPA

Thunder Bay, ON – Phone: 807-358-6898 – Email: rachelcatroppa@hotmail.com

PROFILE

- ☐ 10 + years Customer Service
- ☐ 5 years Management Experience
- ☐ Data Entry, Documentation & Reporting
- ☐ Able to prioritize effectively in a fast-paced environment independently or in a team
- ☐ Successfully builds relationships with individuals, businesses, and organizations
- ☐ Cross-cultural training
- ☐ Valid G class License

EMPLOYMENT HISTORY

Travel Coordinator Nov 2023- Present

Nishnawbe Aski Legal Service Corporation Fort William First Nation, ON

- Develop and implement effective internal procedures to request, arrange, and track staff travel, including follow-up on expense reports, verifying expense reports against travel itineraries, check mileage calculations, etc.
- Liaise with third-party providers to arrange airfare, vehicle rental, and accommodations, as requested by staff and management.
- Data entry
- Process advances, expenses and claims .
- Whenever possible, utilize the most economical means of travel to meet staff needs.
- Prepare necessary Purchase Orders for arrangements.
- Ensure all appropriate NALSC travel forms are completed correctly prior to booking travel.
- Develop and maintain a record system for tracking staff travel.
- Prepare memos, letters, and other related correspondence.
- Liaise and maintain good working relationship with applicable third parties.
- Familiar with HRIS System
- Familiar with Adagio Software

Passenger Service Agent Aug 2020 – Nov 2023

Wasaya Airways Thunder Bay, ON

- Use airline computer system (AMELIA) to provide flight arrival and departure information, ticketing and flight boarding documents, lost or damaged baggage documentation, and cargo tracking information.
- Handle credit cards, and business transactions with accuracy and properly account for all collections and conduct the appropriate airline close out procedures.
- Maintain and achieve on-time performance
- Resolve customer complaints as per company policy
- Accept and process checked baggage weighing up to 100 lbs.

Covid-19 Screener - Airport Aug 2020 – June 2021

Synterra Security Solutions Thunder Bay, ON

- ☐ Screen passengers following proper protocol
- ☐ Ensure passengers are masked and sanitized
- ☐ Correspond with front counter staff, to ensure passengers have checked in

Key Holder Sept. 2015 – Sept. 2020

Pandora Thunder Bay, ON

- ☐ Supervise and coordinate sales staff and cashiers
- ☐ Prepare work schedules, train new staff, monitor and report employee performance
- ☐ Authorize payments and return of merchandise
- ☐ Maintain inventory and order merchandise
- ☐ Ensure visual standards and image of the store are maintained
- ☐ Open and close the store, balance cash, and generate end of night reports to ensure reconciliation
- ☐ Resolve issues that may arise, including customer requests, complaints, and supply shortages

Research Assistant, Governance Department (Contract) Apr 2017 – Aug. 2017

Nishnawbe Aski Nation Corporate Thunder Bay, ON

- ☐ Provided administrative support; answered telephone inquiries, attended meetings, recorded minutes, and maintained accurate records
- ☐ Developed and maintained a large database of community contacts
- ☐ Prepared and maintained client call lists
- ☐ Travelled to remote First Nation Communities to gather information and data for research purposes

Street Team Coordinator/Marketing & Sales Promotion Assistant 2012 – Oct. 2014

Dougall Media Thunder Bay, ON

- ☐ Executed marketing partnerships and maintained relationships with businesses and organizations in the community
- ☐ Promoted local events and businesses; interacted with the public at events
- ☐ Prepared outlines and proposals, conducted meetings, created schedules and calendars
- ☐ Maintained and analyzed the on-line database; provided administrative support
- ☐ Operated a wide variety of standard office equipment with ease

EDUCATION, CERTIFICATION AND TRAINING

Native Child Family Services Accelerated Sept. 2019 – Apr. 2020

Confederation College Thunder Bay, ON

- Student placement: Thunder Bay Indigenous Friendship Centre – Justice Department; Gladue Aftercare, Nishin Neen Program (Anger Management), Indigenous Peoples Court Case Worker.

Honors Bachelor of Arts – Indigenous Learning Sept. 2017 – May 2018

Lakehead University Thunder Bay, ON

- ☐ Completed eight credits

Aboriginal Community Advocacy Diploma (Honors) Sept. 2015 – May 2017

Confederation College Thunder Bay, ON

- ☐ Completed courses in the History of Indigenous Canadian Relations, Canadian Government Law and Indigenous Peoples, and Mediation and Negotiation in Indigenous Communities

Aboriginal Canadian Relations Certificate Apr. 2016

Confederation College

First Aid/CPR/AED Certification Dec. 2020

Heart 2 Heart

Safe Talk – Suicide Prevention Dec. 2019

Confederation College

4 Seasons of Reconciliation Training Nov. 2019

Confederation College

Student Peer Mentor Apr. 2016 – Apr. 2017

Confederation College

Safe Talk Student Mental Health Awareness Training Apr. 2016

Confederation College

Facilitator Training Feb. 2016

Ontario Native Women's Association