

SHELBY AUBURN

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SKILLS AND PROFESSIONAL SUMMARY

Technical Skills:

- Proficient in Microsoft Office Suite (Word, Excel, PowerPoint)
- Experienced in utilizing academic databases (e.g., JSTOR, Google Scholar, university libraries, etc.)
- Skilled in utilizing government databases (e.g., Ontario Provincial Government and Court databases)
- Adept in Google Workspace tools (Drive, Docs, Forms, Zoom, Slack, etc.)
- Proficient in design software and various social media platforms (e.g. Instagram, Canva, etc.)

Core Competencies:

- **Organizational Skills:** Ability to manage multiple tasks efficiently, prioritize workloads, and meet deadlines.
- **Adaptability:** Quick learner with the capacity to adapt to evolving work environments and technologies.
- **Interpersonal Skills:** Strong communication and interpersonal skills, including the ability to build and maintain positive relationships with colleagues and stakeholders.
- **Analytical and Critical Thinking:** Proven ability to analyze complex information, identify key issues, and develop innovative solutions.
- **Research Skills:** Experience in conducting qualitative research, including data collection, analysis, and interpretation.
- **Language Skills:** Basic proficiency in French (written and oral).

EDUCATION

Royal Conservatoire of Scotland

- Course: Acting

Glasgow, Scotland.
Sept. 2023 – June 2024

York University – Centre for Refugee Studies

- Course – Refugees and Forced Migration

Toronto, Canada.
June, 2022.

The Olympia Summer Academy

- Course – Conflict & Political Violence

Nafplio, Greece.
July, 2019.

McMaster University – Institute on Globalization and the Human Condition

- Masters of Arts in Globalization (MA)
- Scholarships: Globalization Graduate Scholarship, Globalization Department Scholarship, Global Experience Award.

Hamilton, Canada.
Sept. 2018- Aug 2019.

Queen's University – Faculty of Arts and Science

- Bachelor of Arts Honours (BAH) - Double Major in Global Development and Drama
- Dean's Honour List: 2013-2014, 2015-2016

Kingston, Canada.
2012-2016

PROFESSIONAL WORK EXPERIENCE

Supporting Background Actor

- Ex. 'Tower of Babel' – Toronto, ON.
- Ex. Guillermo del Toro's 'Frankenstein' – Edinburgh, Scotland.
- Ex. James McAvoy's 'California Schemin' – Glasgow, Scotland.
- Ex. 'Degrassi: The Next Generation' – Toronto, ON.

Sept. 2012 - Present.

Food and Beverage Team Member – Double Tree by The Hilton

- Provided exceptional tableside and bartending services by filling food orders and preparing beverages
- Cultivated positive guest relations by providing exceptional customer service
- Accurately processed financial sales transactions, including cash, debit and credit

Edinburgh, Scotland.
May. 2023 – Dec 2023

Front of House Server – Heritage Portfolio

- Provides exceptional tableside and bartending services by filling food orders and preparing beverages at both public and private events

Edinburgh, Scotland.
April. 2023 – March 2024

- Cultivates positive guest relations by providing top-quality customer service
- Accurately processes sales transactions, including cash, debit and credit
- Event venues have included National Museum of Scotland, The Signet Library, Perth Racecourse, Musselburgh Racecourse, etc.

Teaching Assistant – University of Edinburgh

Edinburgh, Scotland.

Sept. 2022 – Jan. 2023

- Responsible for tutoring in two courses: ‘International Development, Aid and Humanitarianism’ and ‘Introduction to Social Anthropology’
- Synthesized the course materials, developed structured lesson plans and facilitated multiple weekly tutorials composed of approximately 70+ students
- Evaluated students’ course work such as the grading of exams, assignments, and provided constructive feedback

Court Reporter – Ministry of the Attorney General

Newmarket, Canada.

July 2021 – June 2022

- Ensured the effective operation of ministry-approved court-recording devices
- Made annotations for the court record and documents court proceedings in accordance with Ministry Annotation Standards for Digital Recordings
- Ensured the quality of the audio recording through careful verification of all the recording contents
- Engaged and assisted various court staff and attendees including judges, lawyers, clerks and press
- Responsible for ensuring the security of the court recordings to safeguard against unauthorized access or copying
- Capable of reporting in the following courts within both the Ontario Court of Justice and Superior Court of Justice: Criminal Court, Domestic and Youth, New Arrests, Bail Court, Family Court, Civil Court, Small Claims, Case Management, etc.

Central Poll Supervisor – Elections Canada, 2021 Canadian Federal Election

Uxbridge, Canada.

Sept. 2021

- Managed the polling place during both the election and advanced polling days
- Ensured the safety of the poll workers, electors and candidates’ representatives, including ensuring that there was physical distancing, signage and protective equipment
- Confirmed the accessibility of the polling place, ensured the correct set-up of the polls, and relayed information between the office and poll workers
- Supervised poll workers to ensure that procedures were followed and forms filled out correctly, and ensured proper application of the *Canada Elections Act* in the polling place

Research Assistant – McMaster University, Department of Health, Aging and Society

Hamilton, Canada.

April, 2021 – Aug. 2021

- Providing assistance to principle investigator Professor Rachel Zhou
- Project Focus – “Globalization, Time, and Nostalgia: A Transnational Conjunctural Analysis” (SSHRC Insight Grant, 2020-2024)

Brand Ambassador & Experiential Marketing

Oct. 2019 – Sept. 2021

The Official Canadian International Autoshow 2020

Toronto, Canada.

Feb. 2020

- Brand ambassador for SiriusXM for the duration of the autoshow.
- Explained and demonstrated SiriusXM 360L streaming, as well as highlighted the key benefits of the service.
- Promoted free JBL speakers upon signing up attendees for free three-month trial subscriptions.
- Took show guests through a fun and engaging journey of SiriusXM by delivering key brand messages about SiriusXM services, features, and additional promotions.

Toronto Blue Jays Winter Fest presented by TD

Toronto, Canada.

Jan. 2020

- Worked as a brand ambassador for the Toronto Blue Jays at the Rogers Centre
- Stationed in the Jr. Jays Zone and assisted with various kids’ activities, games, and obstacle courses
- Engaged with kids and families, and ensured that all attendees received a fully interactive experience

Rogers Hometown Hockey

Vaughan & Ottawa, Canada.

Jan. 2020

- Trained as a brand ambassador for the Rogers Hometown Hockey Tour
- Presented and explained any new developments and features for Rogers Ignite TV
- Conducted surveys with event attendees and communicated key promotional messages about the event
- Interacted and engaged with event goers, and reported daily on data collected from the attendees

Teaching Assistant - McMaster University**Hamilton, Canada.****Sept. 2018- Dec. 2018**

- Responsible for the course 'Global Citizenship'
- Taught and lead weekly tutorial discussions and met with students who were in need of extra assistance
- Evaluated students' course work, graded assignments, and provided constructive feedback

Customer Care Representative - ServiceOntario Contact Centre**Oshawa, Canada.****Jan. 2017- May 2018**

- Provided information to customers in regard to various services, lines of business, programs, legislation, policies and procedures for the Provincial Government of Ontario as well as other public and private sector organizations
- Driver and Vehicle Public Inquiry Line- Provided information and support to the public and various client groups on driver and vehicle policies, licensing, vehicle registration and transfers, practices and legislation, driver control, and driver suspensions
- Social Assistance/Paperless Drug Card Verification Help Line- Connected with pharmacists, physiotherapists and optometrists who needed to verify whether their patients were eligible for drug claims through social assistance
- Ontario Basic Income Pilot Line Inquiry Line – Answered public calls for the 2017 pilot project

EXTRACURRICULARS AND VOLUNTEERING EXPERIENCE

Latin Dancing

- Bachata and Salsa – With Bachata Blues Edinburgh, and Latin Dance Edinburgh **Jan. 2023 – Present**
- Brazilian Zouk – Northern Zouk Hub Edinburgh **Nov. 2023 – Present**

University of Edinburgh – Guest Speaker**Edinburgh, Scotland.****2024 - 2025**

- Invited to present and discuss completed Masters Major Research Project (MRP) for the Postgraduate Course 'Displacement and Development'

Mentor – CultureLink Settlement and Community Services, and the Harbourfront Centre**Toronto, Canada.****April 2021 – Sept. 2021**

- Mentor for the Canada Connects Mentorship Program
- Matched with a group of newcomers and refugees. Organized and led weekly virtual meetings.

McMaster University – Guest Speaker**Hamilton, Canada.****March, 2021**

- Presented and discussed completed Masters Major Research Project (MRP) for the Global Studies 709 course "Designing Global Research, Approaches, and Techniques."

Bridging Borders – Non-for-Profit Organization**Toronto, Canada.****Board of Directors: Director of Humanitarian Information Management****Oct. 2019 – Oct. 2021**

- Facilitated information dissemination and monitored news outlets for current needs in communities
- Responsible for conducting research on social inequities and issues that Bridging Borders aims to remedy, and comparatively evaluating the efficacy of the proposed operations
- Created and distributed content for various initiatives, including social media posts
- Assisted in the production of proposals presented to stakeholders, by conducting and presenting pertinent research
- Assisted in the development processes and implementation of the proposed programs, services and projects

Co - Executive Director: Bridging Borders Toronto Chapter**March 2020 – Oct 2021**

- Provided guidance and leadership in order to support the various teams
- Oversaw team decisions and day-to-day activities, and acted as a liaison between the various department teams

Rutgers University – Annual Global Affairs Conference 2019**Newark, New Jersey, USA.****April, 2019**

- Presented at the Annual Global Affairs Conference at Rutgers University on April 5th, 2019
- Conference Theme- 'Security in International Studies: Current Considerations, New Directions'

***Acting/Entertainment C.V. and headshots can be found online at:**

<https://theworkbook.com/>
<https://www.spotlight.com/9096-8942-5382>

