

## City of London - Application for Appointment to City of London Community Advisory Committees

### Application

Committee you are interested in serving on: **Community Advisory Committee on Planning**

If applying for the Accessibility Community Advisory Committee, please select: **Yes, I am an applicant with a disability.**

If applying for the Ecological Community Advisory Committee, a professional designation, education or experience in related fields is a requirement based on the technical nature of the committee work. Please indicate your area(s) of expertise:

If you selected 'Other', please specify:

### Contact Information

Name: **Diane Devine**

City: **London**

Province: **ON**

Postal Code: **N5Z 1R5**

### Experience and Qualifications

If you have experience on a London Advisory Committee, please provide dates and details. (max. 250 characters): **N/A**

What do you hope to contribute or learn as part of a Community Advisory Committee? (max. 250 characters): **I hope to contribute a voice for the community as a whole. I intend to do my best to provide information to help guide London into the future while finding ways to bring solutions to many of the concerns felt by a large percentage of London citizens. I want to learn why some citizens have been forgotten by our local, provincial and federal government bodies, be an advocate for those forgotten citizens. I will also be speaking as person who is experiencing what it means to survive in London as a Disabled person dealing with multiple health issues and the problems faced by many citizens alike.**

How will you support the work of a Community Advisory Committee? (max. 250 characters): **I will ensure I am aware of all information regarding each issue. I will speak with people within the community to help the committee reach decisions that will benefit our community as a whole from City council to each citizen.**

Please describe additional experience, training, or community involvement that will help you in your role as a Community Advisory Committee Member. (max. 250 characters): **I have volunteered with advocacy groups such as Acorn Canada. I have also volunteered my time and supplies to help feed many homeless citizens and therefore have had the opportunity to hear many of their stories, and have an understanding from this what is needed to help alleviate some of the major issues London is facing.**

Attach resume or other document here, if needed: **resume.pdf**

### Confirmations

I declare the following: **I am a resident of London. ; I am at least 18 years old.; I am not a City employee or Council member.; I understand that the commitment may be up to 4 hours per month to attend meetings and prepare.; I understand that my application and any attachments will be included on a public agenda that is published on the City website.**

To help inform our outreach activities, please tell us how you heard about this opportunity:  
(optional): **City Website**

If you selected 'Other', please specify:

Submitted on: **2/17/2022 3:57:03 PM**

# **Diane Devine**

## **Customer Service**

London, ON

Experienced and dedicated customer service professional who takes pride in delivering customer service that is "second to none" in all aspects - excellent communicator who showcases integrity, dependability and stamina in all activities. Mature, outgoing, reliable and positive person who is focused on time management and creating change for others in a positive focus while helping them feel great about themselves.

### **WORK EXPERIENCE**

#### **Customer Service Representative**

SAKS CONVENIENCE - London, ON - 2016 - 2017

- Warmly greeted and interacted with customers, acting as the "face" of the company - regularly able to up-sell clients on other food items, lottery items or any specials that were being run in the store - further developed ways to save the company money, create customer traffic and manage their stock processes
- Performed all needed tasks, including handling money, making change for purchases and processing purchases for customers on cash, credit or debit and known for taking the time to make change in the store - specific example of taking a great deal of time and effort to clean and organize the walk in fridge

#### **Store Set-up / Head Cashier and Key Holder**

LIQUIDATION WORLD - Bolton, ON - 2004 - 2004

- Hired on to begin with as the set up person and then was able to earn responsibility and navigate promotions to become a key holder and head cashier who was the main customer service representative, cashier lead and manager and also balanced all the tills at end of shift
- Showcased maturity and responsibility in the workplace through solving interpersonal issues with staff, created a training program for new cashiers and also delegated all tasks and duties to cashiers each shift

#### **Temporary and Contract**

Bolton, ON - 1994 - 2004

- Completed many roles in the Bolton area that were contract and temporary, including cabinetry, assembly and factory work - skilled and competent in working with machinery, equipment or many types of tools used in woodworking or cabinetry
- Experienced in food service, cleaning and also in retail and hospitality roles - front and back of house

### **EDUCATION**

#### **Education**

HUMBERVIEW SECONDARY SCHOOL - Bolton, ON

### **SKILLS**

ENERGETIC, PROBLEM SOLVING, SELF MOTIVATED, TEACHING OTHERS

## ADDITIONAL INFORMATION

Interpersonal Skills: Proven ability to communicate and interact with several different types of cultures, genders and ages which has the effect of creating lasting relationships that are positive, nurturing and well defined - capable and competent in leadership, decision making and problem solving with others

Communication Skills: An engaging and energetic communicator who is able to interact with others in a variety of forms, including written, verbal and oral formats - easily able to take direction and work independently

Leadership and Teaching Others: Proven history to being able to train others in new tasks or to the workplace systems or processes without loss of productivity or momentum - patient and attentive listener