

NANCY FERGUSON MCKINNEY

analytical | creative | insightful

JOB EXPERIENCES

NOW

QUALITY ASSURANCE MANAGER

McDougall Insurance and Financial | Belleville

Jan 2023 – Present

- » Developed and implement process to review broker files for quality, compliance and standards that ties in with workflow development, identifying training needs and performance reviews
- » Liaise with our insurance providers and RIBO to collect files and documentation for audits and ensure brokers comply with rules and regulations
- » Create documentation and fact sheets on insurance topics and coverages to support sales staff and clients
- » Design annual business plan booklet; PowerPoint presentations; outdoor and print advertising; and banners, brochures and certificates used by Human Resources
- » Redesigned existing templates to use BMS data more efficiently and produce professional results
- » Working with McDougall Insurance Group's division partners through the discovery process and development of the visual brand

DESIGNER & ILLUSTRATOR

Flink Design | Belleville

Dec 2008 – Present

- » Design digital and print assets (everything from social media campaigns, WIX websites, business cards, brochures, posters, financial reports, training manuals to trade show booths, rubber stamps and dies) using Adobe Creative Suite, Canva and Procreate
- » Developed and delivered customized training on DMS software (Worldox GX4) to lawyers and staff at boutique law firms in Toronto

2000

ENGLISH TEACHER

Rotherglen School | Oakville

Aug 2000 – Jun 2005

- » Developed curriculum for and taught grade 7 and 8 English

1995

SOFTWARE TRAINER & SUPPORT

Torys LLP | Toronto

Jan 1995 – Jun 2000

- » Developed and delivered computer and writing skills training to lawyers, legal professionals and staff
- » Designed and wrote technical and training documentation
- » Provided telephone and 'in person' computer support to lawyers and staff

1993

TRAINING COORDINATOR

Molson Breweries | Toronto

Sep 1993 – Jan 1995

- » Worked with training partner to develop and coordinate all Molson software training
- » Trained and supported over 150 Molson executives/office employees in Ontario to use Microsoft products

1991

LAB INSTRUCTOR

University of Waterloo | Waterloo

Jan 1991 – Dec 1991

- » Instructed labs for introductory university computer (Mac) course with 700 students enrolled
- » Promoted the UW Computer Science Department to Ontario high school students by offering special workshops and university tours

EDUCATION

1993	<p>B Ed University of Toronto 1993 Senior English Qualification, Secondary Education and Teaching Brock University 1992 – 1993 Bachelor of Education, Junior/Intermediate Division-English</p>
1992	<p>BA (HONOURS) University of Waterloo 1987 – 1992 Honours Bachelor of Arts, English & Applied Studies Program (Co-op), Rhetoric & Professional Writing Option</p>

CAUSES

FRIEND & FUNDRAISER

Camp Oochigeas | Toronto 2014-Present

Camp Ooch—in Muskoka, at Ooch Downtown and in-hospital—lets kids with cancer focus on being a kid and having fun. With support from friends, family and colleagues, I raised \$6,525 as leader of Team Henri for the 2015 Sporting Life 10K Run. Team Henri has raised over \$12,000 to help send kids to Camp Ooch.

I also run to support and help fundraise for the following causes:

- SickKids
- Soldier On/Military Families Fund
- Lighthouse
- Literacy

FACTS & INTERESTS

» I enjoy running half marathons; cross-country skiing; cycling; ceramic, paper and fibre arts; travel and spending time with family and friends.

SKILLS

- Teaching
- Graphic Design
- Technical Writing
- Curriculum Design
- Editing
- Illustration
- Software Training
- Template Design
- Documentation
- Problem Solving
- Real Estate Marketing
- Presentation Design
- Project Management
- Organizational Skills
- Adobe Creative Suite
- Microsoft Office
- Applied Epic
- CANVA