

## Contact

kdenis@ustpaul.ca

[www.linkedin.com/in/kathleen-denis](https://www.linkedin.com/in/kathleen-denis) (LinkedIn)

## Top Skills

Recruiting

Budgets

Time Management

## Languages

French

# Kathleen Denis

Student Services Coordinator | Copywriter

Kanata, Ontario, Canada

## Summary

【Bilingual business process specialist and writer, concentrated on change management and process improvement.】

I am a contributor to media outlets including Girboss Inc & Hermoney Inc. I coordinate the student services departments (admissions and registrar) for Saint Paul University.

I make a difference for organizations by helping them improve their processes to drive big results.

- ◆ My modis operandi: Lean teams can drive big results
- ◆ Favourite Book: 'Island' by Aldous Huxley
- ◆ What I want to learn: SQL
- ◆ What I do for fun: Ride my BMW650GS on winding roads to nowhere, and play in the mountains ➔

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## Experience

Saint Paul University

2 years 4 months

Coordinator | Coordonnatrice du BARSE

July 2019 - Present (8 months)

Ottawa, Canada Area

Acting Coordinator of the Office of Admissions, Registrar and Student Services

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Coordonnatrice Temporaire du Bureau des admissions, du registraire et des services étudiants

Sous la supervision de la registraire, la Coordonnatrice du BARSE gère au quotidien les activités de notation, de diplomation, de relevés de notes et d'attestations officielles, de tenue des dossiers officiels de tous les étudiants et étudiantes de l'Université Saint-Paul et coordonne les activités d'admission. Elle planifie et gère le calendrier opérationnel pour le bon fonctionnement

de la production de l'horaire des cours et veille à en assurer la publication pour chaque session. Elle prépare et coordonne les communications avec les étudiants.

#### Agente des Admissions

November 2017 - July 2019 (1 year 9 months)

Ottawa, Canada Area

Saint Paul University (1848) is the founding college of the University of Ottawa, with which it has maintained a federated relationship since 1965. Bilingual and on a human scale, it has nearly 1,000 students. It offers programs in: social communication, counseling and psychotherapy, canon law, public ethics, conflict studies, philosophy, theology, human relations, transformative leadership and spirituality, and social innovation.

#### GaleForce Content

Copywriter

January 2018 - Present (2 years 2 months)

Ottawa, Canada Area

I write blog posts that help SaaS & media businesses grow their online presence. When I'm not helping you land new clients, I make concise tools that enhance efficiency and improve outcomes.

I specialize in:

\*\*Technology transformation & change management

\*\*Higher Education

\*\*Procedure & workflow optimization

\*\*User retention & improving technology adoption

#### Phreesia

3 years 5 months

Strategic Account Manager (Segment Analyst)

January 2017 - October 2017 (10 months)

Ottawa, Canada Area

- Was accountable for the revenue objectives in a customer segment
- Analyzed market data to identify opportunities for growth. Developed technology & workflow strategies to realize increases in revenue, cost reduction and increases in end-user adoption. Managed the roll out of these strategies by providing guidance and coaching to the Client Success Managers

- Developed and maintained positive relationships with multiple partners across a matrix style organization

#### Senior Client Success Manager - Allscripts Specialist

January 2016 - December 2016 (1 year)

Ottawa, Canada Area

As a Client Success Manager, I worked with enterprise medical practices across the United States. As the business driver for Phreesia's customers, I engaged practices to expand their understanding and knowledge of Phreesia's product offering and created a growth strategy that helped them best leverage our product to achieve their long term financial and workflow optimization goals. I maintained relationships with key stakeholders within assigned accounts, improving client utilization and adoption rates and identifying key revenue expansion opportunities.

#### Client Success Manager - Greenway PrimeSUITE Specialist

June 2014 - January 2016 (1 year 8 months)

Ottawa, Canada Area

As a Customer Success Manager, my role was responsible for fostering relationships with ambulatory clinics across the United States. As the primary point of contact for Phreesia's customers, I worked with practices to increase customer engagement and retention. The Customer Success Manager role is also responsible for ongoing training of practice staff to address skill deficits and to support the release of new features after initial implementation.

#### PepsiCo Canada

Bilingual Sales Representative

April 2013 - December 2013 (9 months)

Ottawa

#### Statistics Canada

Sectional Assistant

June 2011 - May 2012 (1 year)

- Create, maintain and update Modeling Division's bibliography
- Create and organize a filing system for divisional Administrative files
- Develop documentation on Modeling Division's microdata holdings.
- General office duties
- Work independently with minimal supervision.
- Aid other employees with tasks that facilitate the section's smooth operation.

#### University of Ottawa

## Ambassador

September 2010 - May 2011 (9 months)

- Give guided tours about the university campus, resources and history to groups ranging from 3-40 people.
- Tele-counselling for High School students, offering information and anecdotes about university life.
- Inputting data on to the university database (Talisma), problem solving minor disruptions in the server, updating recent interactions.

## Scholars at Your Service

### Franchise Manager

January 2010 - September 2010 (9 months)

- Executed a business operating plan with self-imposed revenue and profit goals that required the hiring & employment of a team of 6-8 painters.
- Created and launched a marketing plan with both active pursuit and advertising/marketing aspects.
- Demonstrated effective conflict and dispute resolution skills both with employees and clients.
- Financial management (organizing payroll for employees and budgets for production).
- Priority management (organizing tasks in order of importance and ensuring everything was accomplished within an appropriate time frame).
- Accountable for all work, hiring, expenditures, contracts and client relations.
- Sold, managed, and produced \$60,000 in residential painting services.

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## Education

### Telfer School of Management

Bachelor of Commerce, Human Resources Management and Services · (2009 - 2013)