

Linda M. Lefler, P.Eng.

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## **SUMMARY**

I am interested in using my skills in indexing, management of projects, data and information. I am a flexible and reliable worker, able to bring projects to conclusion with attention to quality and completeness. I have strong computer, analytical, and writing skills, and a proven ability to complete challenging projects during periods of business change.

## **EDUCATION, TRAINING, ABILITIES (highlights)**

### **General**

Indexing books and other materials, either traditional print or hyperlinked indexes  
Project Management and process development experience  
Experience editing and assembling formal regulatory submissions  
Very proficient user of Cindex indexing software, Excel and other MS Office products.  
Experience with Project Management Software and SharePoint.

### **Recent training and development**

Taxonomies and Controlled Vocabularies, [Simmons College Extension](#), 2011  
Indexing Society of Canada conference 2011, [Indexing in the age of E-Everything](#)  
[BookCamp Halifax 2011](#) Presenter  
[Records Management](#) course, NS Community College, 2011  
Project Management, Saint Mary's University, 2009  
[Basic Indexing course](#), USDA Graduate School, by extension, 2009  
Website Indexing course, [Simmons College Extension](#), 2008

### **Major educational attainments**

New Product Development Professional designation, earned in 2000, Product Development and Management Association, USA.  
Management Development for Women Certificate, MSVU and SMU, Halifax, NS 1998.  
Bachelor of Engineering (Industrial Engineering). 1985, Dalhousie University (formerly Technical University of Nova Scotia).

## **PROFESSIONAL MEMBERSHIPS**

Professional Engineer, Engineers Nova Scotia  
Indexing Society of Canada

## EXPERIENCE

**November 2010 - present** *Freelance indexer*. I have mainly indexed popular and scholarly titles for Canadian publishers and authors.

**May 2009 – November 2010** *Project Manager, Nova Scotia Power*. One year term in Regulatory Affairs followed by 6 months in Renewable Energy Development. Responsible for guiding proposals through internal development and quality assurance to timely filing with the Utility and Review Board, and organizing the company's involvement in written or oral hearings. Managing life-cycle of documentation and contributing to process improvements.

**1985 – 2003** *Aliant Telecom, Halifax, Nova Scotia (now Bell Aliant)*, summarized below. I have grouped my experience into three categories that reflect my career evolution, and list only highlights of these positions.

**2001 to 2003** *Senior Regulatory Advisor*. Consultant to Sales and Marketing for creation of business plans to meet corporate sales objectives while complying with CRTC regulations. Leadership of company strategy and tactical plans in response to changes in the regulatory regime. Investigated and resolved customer complaints to the CRTC.

**1995 to 2001** *Senior Product Manager, Marketing Department*. Managed communications offerings, including basic service and network features. Managed data sets in Excel for local service access forecasting. Prepared market plans and business cases, provided day-to-day support of products and created new internal processes when needed. Created a Service Level Agreement between Marketing and Operations.

**1985 to 1995** *Industrial/Design Engineer, Engineering Department*. Provisioned telecommunications equipment. Created needs analysis, job descriptions and work processes, and managed the transition for a new circuit records management system. Studied work functions and process flows to establish objectives for standardized jobs.

## COMMUNITY (highlights)

Member-at-large for Publicity, Indexing Society of Canada 2011  
Chair, 2010 Dalhousie Industrial Engineering Reunion Committee  
Board Member, Mandarin-English Education Association of Nova Scotia  
Leader, Girl Guides of Canada  
Webmaster, Families with Children from China NS