

KEITH MEDEIROS

Secretary: A Tiny Shift In Connecting Schools

EDUCATION

Master of Business Administration, Finance Specialization

Expected Completion: April 2012

DeGroot School of Business, McMaster University, Burlington, ON

- McMaster Entrance Scholarship, 2010
- City of Hamilton Economic Development Department Scholarship, 2010

Bachelor of Science, Honours, Kinesiology

2009

McMaster University, Hamilton, ON

- Graduated with Distinction, 2009
- Deans Honour List, 2007-2009
- McMaster Entrance Scholarship, 2005

Professional Development

- The Marquee Group, Financial Modeling in Excel, 2011
- Life License Qualification Program, 2011
- Chartered Financial Analyst Level I Candidate

WORK EXPERIENCE

Customer Service Representative

October 2011 - Present

TD Canada Trust, Burlington, ON

- Assisted nearly 20 customers per hour with their everyday banking needs with superior service resulting in a number of high ratings in the customer service index following their visit
- Monitored customers' portfolios to determine the appropriate accounts and financial products best suited to grow each client's wealth and meet their long-term financial goals
- Analyzed each customer's banking habits to determine optimal additions to their accounts including overdraft protection, pre-authorized transfers, account upgrades as well as Visas in a high traffic branch
- Performed opening duties with a senior manager which included opening the vault, loading cash units, and ensuring the optimal number of banking supplies to prepare the branch for daily correspondence with customers

Personal Trainer, The Pulse

September 2009 - Present

McMaster University, Hamilton, ON

- Managed the facility and equipment as well as advised members of exercise strategies while on floor shifts as part of a team of 20 Personal Trainers to ensure proper safety measures were taken with over 100 pieces of equipment
- Scheduled several clientele and planned individual regimes on a daily basis to enable clients to achieve fitness goals
- Conducted self-directed fitness sessions and assessments to develop a personalized program to meet clients' needs
- Led all Trainers with over 700 individual and group sessions performed as well as acquiring the most clients by focusing on community members to ensure renewal of personal training sessions throughout the year

Football Official

September 2002 - Present

Lakeshore Football Officials Association, Burlington, ON

- Collaborated with fellow officials to oversee football games and conducted rulings and penalty applications in a pressure-filled environment for up to 900 games
- Led pre-game meetings to confer on-field responsibilities and helped facilitate training of new referees while maintaining constant communication between officials and coaches
- Managed sideline markers for The CFL's Hamilton TigerCats to ensure an accurate measurement of ball advancement
- Recipient of Austin Grace Award for Most Improved Official during third year of service

Kinesiologist, The David Braley Sports Medicine and Rehabilitation Centre

September 2009 - January 2010

McMaster University, Hamilton, ON

- Effectively managed several patients and evaluated their physical limitations due to injury through resisted muscle tests, special diagnostic tests, as well as examining patients' signs and symptoms in conjunction with physiotherapists
- Developed an immediate rehabilitative exercise program while adhering to established protocols in order to mitigate and correct patients' signs and symptoms
- Created confidential charts on patients' exercise prescriptions and progress in order to maintain a more efficient file for future reference by physiotherapists and physicians

Sport Coordinator and Fitness Instructor

June - September 2009

McMaster University Sport Fitness School, Hamilton, ON

- Offered detailed sport lessons to over 50 children daily and provided immediate feedback to improve performance
- Worked one-on-one with children with special needs to facilitate social integration and impart a sense of physical accomplishment during sport participation
- Maximized individual performance through quality sport instruction presentations leading to a promotion to Sport Coordinator after six weeks of employment

CAREER RELATED SKILLS

- Proficient in Microsoft Office programs including Word, Excel, Outlook, Access, Power Point, as well as Adobe Reader and SAP
- Certified in First Aid, CPR, Automated External Defibrillator, CAN FIT PRO Personal Trainer Specialist, Canadian Society for Exercise Physiology Personal Trainer, Certified Kinesiologist, Canadian Football Official Level III

VOLUNTEER AND COMMUNITY ACTIVITIES
Director & Secretary, A Tiny Shift In Connecting Schools, Hamilton, ON

April 2011 - Present

- Responsible for administrative duties and financial models for the newly established non-profit organization committed to providing access to the Internet in under-serviced schools in rural Kenya, Afghanistan and South Africa

Coaching Assistant, Hamilton-Wentworth Minor Football Association, Flamborough, ON

April - August 2009

- Participated in planning and executing practices and games for Varsity players at the rep program level

Student Therapist, McMaster University, Hamilton, ON

September - November 2009

- Worked with an Athletic Therapist and Physiotherapist to provide immediate medical care and assessment as well as preventative measures with the McMaster Football team

Coach and Teaching Assistant, Prince of Wales Elementary, Hamilton, ON

February - May 2010

- Motivated children in grades two through six during an hour of running and games followed by supervision of reading in the Reading and Running Program

Student Volunteer, McMaster University's Sports Medicine Clinic, Hamilton, ON

September 2008 - May 2009

- Assisted Physiotherapists, Osteopaths and Kinesiologists in employing several different therapeutic modalities

ACTIVITIES AND INTERESTS

- Yoga, running, general fitness, Latin dance
- Travel to Caribbean, Eastern Canada and United States, Portugal 2006, 2008
- Competitive and Recreational sports (hockey, soccer, football, baseball, golf and skiing) 1994 - Present