

Carol Lamarche

President, Healing Tree Communications

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Halifax, Nova Scotia

902-223-6301

SUMMARY

I'm a committed team player who offers talent, enthusiasm, and care—perfect for documentation projects that handle sensitive materials. I have extensive experience as a communications specialist and coordinator in specialized fields. Areas include technical communications and plain language. I am adaptable and quickly learn new standards, procedures, and software. Quality and customer service are my credos. I am a DEI candidate.

WORK EXPERIENCE

President

Healing Tree Communications, Halifax, NS

01/05/2012 – Present

Provide communications services including content creation and management, technical documentation, and project management. Qualified vendor for Nova Scotia since 2011, through the Flextrack Technical Writing/Editing service category and Communications Nova Scotia communications standing offers. Clients include provincial departments and agencies, non-profit organizations, medical researchers, and businesses.

Archival Assistant

Library and Archives Canada, Ottawa, ON

11/2023 – 12/2024

Worked with selections of national archived files to identify documents and materials for inclusion in the Day Schools Project pertaining to Indigenous and Métis children. Followed LAC protocols for including for handling materials, safety, and privacy. Held Reliability Security clearance.

Advocacy Assistant

Bureau of Pensions Advocates, Veterans Affairs Canada, Halifax, NS

4/2021 – 1/2022

Co-ordinated the flow of documentation for claims. Trained to work with clients, some of whom experienced trauma. Collaborated daily with clients, managers, officers, and lawyers. Worked within BPA databases. Tools included CSDN, GC Case, client portal, MS Office, and MS Teams. Followed BPA protocols, including for operations, safety, and privacy. Held Reliability Security clearance.

Poll Clerk

Elections Canada, Halifax, NS

10/2019

04/2011 – 05/2011

Followed complex file completion and submission protocols. Used voter lists and document keys to verify voter identification and register completed votes. Participated in the polling station's official count of the votes and submission of reports and materials to head office.

Postal Clerk

Canada Post Corporation, Halifax, NS, and Vancouver, BC

01/2014 – 07/2017

11/2000 – 01/2001

11/1991 – 01/1992

11/1990 – 01/1991

Sorted letters and packages by hand and using electronic and mechanical equipment. Lifted heavy document containers. Worked independently and within a team to prioritize batches, and to process, label, and assemble mail and packages for correct delivery.

Deputy Returning Officer

Elections Canada, Halifax, NS

10/2015

Adhered to strict start and stop times and managed complex file completion and submission protocols. Verified each voter's identification and oversaw their voting process. Led the polling station's official count of the votes. Gathered and submitted all records and materials to the Elections Canada office.

Communications Contractor

Freelance, Halifax, NS

7/2011 – 3/2012

Provided writing and editing services for digital and print materials and strategy for campaigns and RFPs.

Lead Technical Editor

Computer Generated Solutions – Canada, Halifax, NS

5/2010 – 1/2012

Organized the technical editing team of four. Collaborated with other team leads and managers in the courseware development department. Edited diverse online and corporate materials, including e-learning courseware, letters, emails, presentations, and procedures.

Technical Editor

Computer Generated Solutions – Canada, Halifax, NS

2/2005 – 5/2010

Edited e-learning materials and tested simulations and labs. Participated in developing a company style, through team discussions and style-guide creation. Adhered to industry standards. Submitted assignments on time to work within a team framework.

Indexer

Freelance, Halifax, NS

1/2004 – 1/ 2007

Indexed trade publications, following industry standards. Highlight was an index that included terms in three languages: English and transliterated Tibetan and Sanskrit.

EDUCATION

BA (Honours), McGill University, Montreal, English, 1990

DEC, College de l'Outaouais, Hull, Pure and Applied Sciences, 1986

PROFESSIONAL TRAINING

Centre for Women in Business, Halifax and online

- Greater Heights of Growth, 2022 – present

Labour, Skills and Immigration Nova Scotia, online

- Capital Skills (certificate), 2023
- Legal Essentials (certificate), 2022
- HR Leadership (certificate), 2020

Symplicity Designs, online

- Crisis Management (course), 2020

Li Ka Shing Knowledge Institute, St. Michael's Hospital, Toronto

- Knowledge Translation Basics Workshop (certificate), 2017
- End-of-Grant Knowledge Translation Workshop (certificate), 2016

Mental Health Commission of Canada, various locations

- Mental Health First Aid for Adults Who Interact with Youth (certificate), Halifax, 2012
- Together Against Stigma: Challenging How We See Mental Illness (conference), Ottawa, 2012

Society for Technical Communication, various locations

- STC Technical Communications Summit (Chicago), 2012
- STC Technical Communications Summit (Sacramento), 2011
- Technical Communication Manager Certificate, online, 2010

National Alliance on Mental Illness New Hampshire, Halifax

- Strategies for Engaging Traditional News Media and New Media/Technology in Promoting Safe Messaging About Suicide (workshop), 2012
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SKILLS

Languages

- English – Expert
- French – Intermediate

Software

- Documentation – MS Office, Snagit
 - Collaboration – MS Teams, SharePoint, FaceTime, Zoom
 - Project Management – JIRA
 - Data management – CSDN, GC Case, AMANDA 7
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AWARDS

Society for Technical Communication

- STC Community of Excellence, 2011
 - STC Pacesetter Award, 2009 – 2010
 - STC Community of Distinction, 2008 – 2010
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VOLUNTEER EXPERIENCE

Successfully Speaking Women Toastmasters

- Secretary, Halifax, 2012

Schizophrenia Society of Nova Scotia – HRM Chapter

- Director, Halifax, 2011-2012

Society for Technical Communication – Technical Editing Special Interest Group

- Co-Manager, Halifax and online, 2011 – 2012
- Programs Manager, Halifax and online, 2009 – 2010