

EFFIE TSERGAS

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Experienced Strategist; Business Owner; Change Agent; Human Resources Professional; offering fractional human resources services from targeted, specialized recruitment, people strategies, organizational audits and reviews, complex workplace harassment and sexual harassment investigations, efficiency reviews, strategic human resources advice, policy audits; pandemic human resources planning, health and safety planning, employee engagement, talent acquisition and retention strategies; training and development, and executive business coaching.

EXPERIENCE

MAR 2014 – PRESENT

FOUNDING PRINCIPAL, TSERGAS HUMAN CAPITAL (ALL THINGS PEOPLE™)
(TORONTO, ON)

- Provide strategic human resources advice and planning for multiple clients across many industries and professional services, aligning human resources and people strategies with clients' business, growth and change management strategies
- Provide HR data and direction to clients and their business partners; and client stakeholders in identifying business specific issues; influence decisions and implement HR programs and HR best practices, following a positive organizational behavioral model
- Counsel and coach leadership and managers by providing advice on managing employees and cultivating the ideal culture
- Audit organizational performance, efficiency, and compliance and make recommendations to leadership in keeping with HR best practices
- Develop and implement HR programs, policies, and procedures to help align clients' workforce(s) with organizational goals
- Devise company-wide organizational development processes to address issues such as succession planning, employee training and development, talent acquisition and employee management, employee retention, and organizational design
- Develop and implement organizational change management and communication strategies and plans (including leadership restructuring)
- Conduct complex OHSA workplace harassment and sexual harassment investigations and deliver reports and recommendations
- Advise leadership in establishing departmental measurements that support the accomplishment of strategic business objectives
- Provide strategic advice on the development and implementation of performance management systems and employee development and engagement programs
- Advise on employment terminations to ensure fairness and ESA compliance; discipline and manage termination of employees as per the organization's policies and relevant employee-employer legislation
- Recommend employee relations practices to establish positive employer-employee relationships and advise on issues relating to employee morale and motivation

- Evaluate company culture and develop strategies to drive culture in support of company objectives and employee engagement
- Develop and implement health and safety programs and policies (i.e., pandemic response and vaccination strategies and policies)
- Ensure company compliance with all relevant legislation and labor laws
- Assess, report and minimize legal risk/exposure through best practices and recommendations
- Provide advice to leadership in establishing competitive wage and salary structures to recruit and retain top talent
- Recommend changes to benefits programs to improve employee satisfaction and retention
- Provide advice to clients in establishing standard recruiting and hiring practices and procedures; perform recruitment and onboarding functions (full recruitment cycle, including conducting video and phone screens, screening applications, final interviews, checking references, etc.)
- Keep clients informed of new developments in legislated HR policies, programs, practices, employment law legislation and articles relevant to clients' business(es); and draft new policies (e.g., Right to Disconnect Policy, etc.)

Former 'long-stay' clients:

GREENSAVER OCT 2017 to JULY 2019 (2 years, 10 months, functioned as Director of Human Resources; conducted organizational review, SWOT analysis, provided strategic HR direction, advice and recommendations for organizational effectiveness, monitored adherence to internal policies and legal standards and reported regularly to leadership; risk management (anticipated and resolved litigation risks), crisis management: mediate employer-employee and manager-manager conflicts, recruited, hired and onboarded over 140 employees in 18 months, developed policies, procedures, people strategy, HR plan, conducted workplace investigations, developed cross-functional training plan, and pandemic response policy, and oversaw and managed their entire workforce; and

LEVITT LLP (now, Levitt Sheikh Law) SEPT 2014 TO DEC 2015 (15 MONTHS): Part of the Executive Leadership Team; provided strategic HR direction, advice and recommendations for organizational change, risk management (anticipated and resolved employee-employer relations risks), crisis management (dealt with employee complaints), recruitment and onboarding, conducted workplace investigations, managed entire law office, recommended and implemented administrative policies, including vacation, overtime and absentee policies, moved 31-person law firm to new office location in a 5-month period: responsible for Lease negotiations (along with Managing Partner) and for all office renovations and leasehold improvements including RFPs and securing contractor, phone provider, I.T provider, Benefits provider, accounting software, legal software (Quick Law, etc.); compensation analysis and recommendations; provided executive and personal coaching to owner of Firm (Howard Levitt); and oversaw and managed the entire workforce/law firm from a people and administration perspective, focusing on a transformational leadership model

- Client Testimonials: <https://tsergas.ca/testimonials/>

JUNE 2007 – MARCH 2014

EXECUTIVE LEGAL PRACTICE ASSISTANT, GOWLINGS (TORONTO, ON)

- Supervised junior legal support staff, managed workflow; and approved vacation and time-off requests, reviewed all work products before presenting to senior law partner for approval and sign-off to clients
- Coordinated and managed all document workflow
- Drafted, finalized and distributed documents and correspondence and materials; conducted quality control, by reviewing work delegated to others
- Received, researched, prepared/drafted and followed up on audit inquiries
- Effectively utilized document production services and other resources for lengthy document production activities
- Maintained senior law partner's calendar, including making or changing appointments, organizing meetings, court appearances, and arranging facilities, preparing agendas, coordinating meeting attendees, and kept senior law partner apprised of issues requiring their attention
- Managed all incoming mail in senior law partner's Outlook Inbox: proactively monitored and responded to client and lawyer emails to keep current on developments within files
- Transcribed and edited complex regulatory and litigation court documents
- Was the point of contact with all corporate clients and regulatory bodies (Health Canada, CFIA, MFDA, etc.) pharmaceutical, food and beverage, national banking clients; and various internal and external stakeholders to provide assistance and information as required; developed and maintained strong relationships with clients
- Independently performed client account management by ensuring time charges were submitted, followed up on delinquent time charges with other lawyers in the litigation department and Law Clerks, reviewed and edited prebills, presented final invoices for signature by senior law partner, verifying fees and disbursements, prepared write-offs and addressed client inquiries regarding billing and trust funds matters
- Coordinated the logistics of external client functions and internal departmental and practice group functions, including making travel and hospitality arrangements, as required
- Provided executive level administrative assistance to senior law partners, associates and clients through scheduling and arranging meetings, and booking facilities and travel, with awareness of senior law partner's and client preferences
- Supported client development activities, such as editing and managing bios and RFPs, entering/updating information into CRM database, flagging opportunities and deadlines for senior law partner
- Assisted and supported through to execution senior law partner's (published) book launch gala; liaised with editor, book agent and clients to promote book on regulatory compliance
- Chair, Employer-Employee Relations Committee: recommended improved employee relations initiatives, activities, events and perks (to assist and support employee satisfaction and retention)
- Performed other duties as required to achieve Law Firm objectives

2005 – 2007

LEGAL PRACTICE MANAGER, EPSTEIN COLE LLP (TORONTO, ON)

- Prepared/drafted, reviewed and edited family law court and client documents for senior family law partner
- Prepared affidavit of documents, pleadings briefs and disclosure briefs
- Prepared financial statements, net family property statements, separation agreements, section 7 expenses, parenting plans, draft orders for endorsement, and final divorce documents
- Assisted in trial preparation, including preparing casebooks (books of authority, trial records, etc.)
- Transcribed and edited witness affidavits, witness statements, prepared summons to witness(es)
- Organized and maintained client files preparing files for court and mediations / arbitrations
- Daily / regular communication with clients, court staff and opposing counsel
- Transcription of letters, memos, and other documents
- Opened and closed files, in accordance with firm policies and procedures; and LSO (KYC) guidelines
- Managed senior law partner's calendar; made travel and hospitality arrangements, as required
- Assembled answers and exhibits to undertakings
- Filed and served court documents
- Managed tickler system (deadlines)
- Managed and entered senior law partner's time entries, reviewed and edited prebills, corresponded with clients on delinquent accounts receivables
- Applied expert knowledge of Family Law Court Rules and Rules of Civil Procedure
- Expertly interpreted and applied relevant legislation
- Performed other duties as required to achieve the firm's objectives; and in keeping with its brand

2002 – 2005

EXECUTIVE LEGAL ASSISTANT TO HEAD OF FAMILY LAW DEPARTMENT, TORKIN MANES LLP (TORONTO, ON)

- Prepared, drafted, reviewed and edited family law court and client documents and correspondence for head of family law department
- Prepared and updated agendas; and Minutes for monthly departmental meetings
- Prepared affidavits of service, edited pleadings
- Transcribed and edited legal documents and correspondence and memos
- Created and implemented administrative policies and procedures manual for all legal support staff and lawyers in the family law department
- Organized and maintained client files preparing files and documents for court and department head's clients and opposing counsel
- Daily / regular communication with clients, court staff and opposing counsel
- Prepared head of family law department for client meetings, court appearances, mediations and arbitrations
- Intake point of contact for all incoming client calls and inquiries

- Opened and closed files, in accordance with firm policies and procedures; and LSO (KYC) guidelines
- Managed senior law partner's calendar; made travel and hospitality arrangements, as required
- Filed and served court documents
- Managed court and other deadlines; kept daily tickler system updated
- Managed and entered head of department's time entries, reviewed and edited prebills, corresponded with clients on delinquent accounts receivables
- Applied expert knowledge of Family Law Court Rules and Rules of Civil Procedure
- Expertly interpreted and applied relevant legislation

2001 – 2002

EXECUTIVE ASSISTANT TO EVP, MARKETING, CORBY DISTILLERIES (TORONTO, ON)

- Reporting directly to the Executive Vice President of Marketing for Corby Distilleries: managed daily administrative tasks to ensure the functionality and coordination of Corby's marketing department's activities, special 'tastings', and Corby-sponsored events
- Supported the EVP, Marketing in organizing various projects
- Proactively managed the EVP's calendar, including booking travel arrangements; anticipating EVP's needs and creating solutions to make things easier for the EVP
- Made travel arrangements and prepared expense reports for the EVP and provided assistance and guidance to marketing department's team members, as needed
- Liaised daily with other C-Level Leaders (e.g., VP, Sales)
- Conducted market research and analyzed consumer rating reports / questionnaires
- Employed marketing analytics techniques to gather important data
- Updated weekly, monthly and annual reports and spreadsheets, databases and inventories with statistical, financial and non-financial information
- Assisted in the organizing of promotional events and marketing campaigns and attended them to facilitate their success
- Prepared and delivered promotional presentations and other promotional news releases and materials
- Prepared, presented and delivered product samples to Corby's partners and associates
- Co-ordinated and oversaw new product samples and information for internal team briefings and meetings
- Managed the marketing library by ensuring all materials were updated and properly filed
- Project Manager for Corby's first-ever Toronto, ON Annual General Meeting: Planned, executed and attended AGM; oversaw staff, vendors, venue operators; prepared and disseminated AGM materials to investors and other VIP attendees

2001

PUBLIC RELATIONS ASSOCIATE, OPTIMUM PUBLIC RELATIONS (A COSSETTE COMMUNICATIONS COMPANY) (TORONTO, ON)

- Assisted in the management of the image of multiple clients' businesses and individual clients by assisting in the development of plans to increase their brand awareness
- Assisted with driving and bringing in new business
- Brainstormed, planned and executed innovative and impactful PR plans

- Drafted newsworthy press releases, assisted with media coverage, and responded to clients' inquiries and concerns
- Identified and developed relationships with media at local and national publications
- Managed and updated media and influencers lists
- Assisted in building and executing sponsored content opportunities for client campaigns; liaising between internal teams across Cossette / Optimum PR; and external publication partners
- Assisted in drafting and editing key messages, speaking notes for Vice President of Optimum PR, spokesperson biographies, boiler plates and other communications materials
- Events & Exhibitions: Developed and participated in brand awareness events and other targeted campaigns
- Managed administrative duties and delegated duties / tasks to public relations interns
- Managed calendar of Vice President of Optimum PR, booked venues, hotels, dinners, client events and meetings; made travel arrangements for clients, Vice President of Optimum PR and client stakeholder and partners

2000

CORPORATE AFFAIRS, EXECUTIVE ASSISTANT AND INVESTOR RELATIONS COORDINATOR, MOLSON CANADA AND MOLSON INC. (TORONTO, ON AND MONTREAL, QC)

- Directly supported a C-level executive (the VP of Corporate Affairs for Toronto and Montréal)
- Coordinated all aspects of executive's appointments, meetings, receptions and conference calls
- Traveled *weekly* from and to Toronto – Montreal offices
- Prepared and reviewed materials and correspondence for meetings
- Prepared media kits and materials as required
- Monitored all media releases (daily)
- Sent out media blasts and announcements through Canada News Wire
- Assisted with creation / modification of presentations, spreadsheets, and other various executive and budget documents
- Coordinated travel arrangements for VP, Corporate Affairs; prepared and distributed schedules / agendas for travel
- Assisted in the preparation of *ad-hoc* reports; other special projects as needed
- Trained, coached, supervised administrative staff
- Appropriately assessed risk and escalated or independently managed crisis situations
- Created and sent out all Bloomberg and AGM reports to Molson's investors
- Managed; had ownership of Molson's special events and sponsorship budget
- Oversaw and attended Molson Indy's VIP Drivers' event
- Oversaw and attended multiple Molson-sponsored events (Laughing Matters for Casey House, Hot Docs, TIFF VIP parties, etc.)
- Participated in and attended auditions and live rehearsals for Molson's "*I am Canadian*" commercial: <https://youtu.be/BRI-A3vakVg>
- Was 'the gate keeper' of all Molson Canada complimentary concert, event, beer vouchers, 'swag' and special passes; and reported on control issues
- Attended media training for Molson's executive leadership and senior managers

1995 – 2000

MINISTRY OF THE ATTORNEY GENERAL, OFFICE OF THE PUBLIC GUARDIAN AND TRUSTEE AND OFFICE OF THE REGIONAL SENIOR JUSTICE (HONOURABLE B. THOMAS GRANGER), SUPERIOR COURT (LONDON, ON)

I held 3 different positions at the **Ministry of the Attorney General** during my 5-year tenure:

1999 – 2000 **Client Representative, Southwest Region, Office of the Public Guardian and Trustee**

- Caseload of 250 clients across the 8 counties that formed part of the Southwest Region of Ontario
- Interpreted and applied relevant policies, procedures, directives and legislation (i.e., Substitute Decisions Act, 1992, Mental Health Act, Health Care Consent Act, Public Guardian and Trustee Act) to analyze individual cases in order to make sound and ethical decisions as a financial guardian
- Investigated and researched all aspects of clients' financial, business and legal affairs to identify and protect clients' assets and identify liabilities
- Developed individual budgets for clients based on assessment of current and future financial resources, personal needs, expenditures, lifestyle, prior capable wishes (before incapacitated), needs of dependents, etc.
- Monitored clients' financial situation on an ongoing basis, adjusted budgets to accommodate changes in needs or life situation (i.e., nursing and retirement homes, psychiatric facilities, homes for special care; and other short and long-term care facilities)
- Ensured clients' income cheques were redirected to OPGT and deposited to appropriate accounts
- Mandatory monthly visits to each of my 250 clients, pursuant to the *Substitute Decisions Act, 1992*, S.O. 1992, c. 30, to assess circumstances and needs relevant to OPGT's area of authority
- Maximized clients' financial resources by identifying, applying for and securing benefits
- Applied for and received personal identification documents and foreign pension benefits
- Met with clients' family members, health care providers, administrators, and lawyers (where and when required to do so)
- Reviewed private applications for guardianship and assessed suitability of applicants

1998 – 1999 (6-month secondment) **Executive Assistant and Regional Trial Coordinator for the Regional Senior Justice (The Honourable B. Thomas Granger)**, reporting directly to Justice Granger, with a dotted line reporting relationship to the **Office of the (former) Chief Justice of Ontario, The Honourable Patrick J. LeSage**

- Participated with the judiciary in the planning of the local court sitting schedule by recommending judicial resources required for local areas; reviewing factors such as number of cases in inventory, length of each case and type of cases (e.g., whether it is non-jury or jury, past settlement rate or history of pleas), in order to achieve optimal utilization of all judicial resources (e.g., full-time, supernumerary, *per diem*).
- Developed and maintained local calendar of judicial schedule and regularly monitored and adapted the calendar based on changes to local scheduling practices, directives or rule changes
- Scheduled a range of court appearances before judicial officials, i.e., case conferences, settlement conferences, trial management conferences, pre-trials, trials; identifying

special requirements (e.g., need for interpreters, security, accessibility and facilities accommodations) and sending out notices to counsel or self-represented litigants to notify them of court dates

- Entered, updated and distributed court / trial lists for cases and events and provided daily/weekly/monthly lists using Excel spreadsheets
- Organized and maintained confidential, sensitive files; and delivered files to judges upon request, in Chambers
- Monitored progress of cases and events, coordinating numerous changes in lists resulting from varying circumstances (e.g., special or extended sittings, judicial availability, maximum utilization of court time, trials proceeding longer than estimated by counsel, etc.
- Recommended scheduling assignment changes to the judiciary; notifying and distributing adjusted daily/weekly lists to the Regional Senior Justice, and affected parties
- Functioned as the key liaison between various judicial officials, court representatives, lawyers, self-represented litigants, court and security staff, agency representatives, and the Regional Senior Justice to obtain and exchange information regarding court sittings; and to resolve local scheduling issues, and to monitor status of upcoming cases
- Responded to telephone inquiries regarding a range of court services; providing specifics and detailed responses regarding scheduling, jurisdiction and procedural matters
- Brought urgent cases and / or matters to the attention of the Regional Senior Justice's attention
- Monitored and reviewed local statistics and court caseload data to identify scheduling issues or trends such as: court backlogs, time to trial availability, aging of caseload; and provided monthly reports to the judiciary, the Regional Senior Justice, and the Office of the Chief Justice of Ontario
- Prepared and updated court and judicial availability planning calendars
- Conducted research and obtained information to prepare or assist in preparing judicial presiding schedules in accordance with Court(s) guidelines (and; specifically, the *Zuber Report*), subject to the direction of the Regional Senior Justice, allowing for vacations or other absences of individual judges
- Brought forward all judiciary schedules to the Regional Senior Justice for final approval
- Attended in-person at various courts (i.e., assignment courts, trial scheduling courts) at the request of the judiciary to provide available dates for trials, pre-trials, etc.
- Transcribe and edit complex Reasons for Judgment and deliver to affected parties
- Provide other executive-level administrative support to the Regional Senior Justice, as required

1995 – 1998 Legal Assistant to the Regional Senior Counsel for the Southwest Region, Mary Jo Nolan, (now, supernumerary Justice, Superior Court, Ontario), Office of the Public Guardian and Trustee

- Assisted and supported the Regional Senior Counsel for the Southwest Region by transcribing materials from dicta and receiving verbal instructions
- Independently drafted correspondence, memos, reports and legal documents/pleadings
- Co-ordinated meeting and travel arrangements
- Answered telephone inquiries from clients, lawyers, court staff, healthcare providers, benefits providers, social service agencies, family members and the general public
- Managed and screened incoming mail and email correspondence
- Established and maintained manual and electronic filing systems

- Assisted in the development and implementation of legal office and administrative procedures related to correspondence, telephone, filing, etc.; and oversaw legal records management
- Prepared Passing of Accounts documents
- Liaised with social services agencies and other Ontario government departments, e.g., Office of the Children’s Lawyer, Children’s Aid Society, Ministry of Community and Social Services, Family Responsibility Office, etc.
- Attended in-person client interviews with Regional Senior Counsel

1991 – 1995

LAW CLERK AND OFFICE MANAGER, MARGARET BUIST LAW OFFICES (LONDON, ON)

- Recruited, trained, coached and managed legal support staff (6 employees)
- Trained and coached legal summer students, articling students and associate lawyers (1 student, 1 articling student and 4 associate lawyers)
- Managed workflow of legal support staff, articling student, summer student and junior lawyer associates
- Managed the family law files of the law firm’s founder/owner (Margaret Buist)
- Served as an intermediary by telephone, facsimile, mail, and e-mail between clients, opposing counsel, courts, and other parties
- Drafted correspondence to clients, opposing counsel, courts, and other parties
- Prepared and organized legal documents to be served and filed; including trial records, casebooks (books of authority) and other court documents
- Compiled complex financial statements, net family property statements, including review and analysis of investment portfolios, where applicable
- Drafted pleadings, motion materials (including *ex parte* motions), affidavits, divorce applications, Orders, and other court documents; and arranged service
- Appeared in-person at court (weekly) to speak to adjournment requests
- Maintained a solid bring forward system
- Docketed my billable time (spent on client files)
- Liaised and corresponded with Legal Aid (Ontario) Office
- Liaised and corresponded with the Office of the Children’s Lawyer (then called: The Official Guardian’s Office)
- Attended complex custody trials with firm’s founder/owner; took extensive notes and prepared counsel for closing arguments
- Intake responsibilities included communicating with potential new clients; meeting with potential new clients, documenting intake meetings and transcribing notes
- Met with and interviewed witnesses and prepared them for trial; transcribed witness statements, issued summons to witness(es)
- Conducted extensive research in original criminal trial (then, Ontario Court-Provincial Division) of: ***R. v. Jacob (G.)***, (1996) 95 O.A.C. 241 (CA); including research in constitutional law and torts, under the direction of the former Dean of Ottawa University’s Law School (and former Professor at the University of Western Ontario, teaching torts and constitutional law), Bruce Feldthusen; and James (“Jay”) McLeod, former University of Western Ontario Professor and Family Law Lawyer at Alf Mamo and Associates
- Researched and interpreted legal and technical procedures, statutes, and regulations applicable to the family law practice area

- Met with compromised family law clients in crisis situations and arranged accommodations at London Abused Women’s Centre (formerly known as “Women’s Community House”)
- Met with Police Constables and Detectives; Crown Attorneys and Victim Protection Services staff to ensure safety of clients, where necessary

1984 – 1985

CO-OWNER-FOUNDER / GENERAL MANAGER, CABANA FAMILY RESTAURANT (AYLMER, ON)

- As co-owner of Cabana Family Restaurant, I was responsible for managing 28 server and bar staff (front-of-house) in a busy family restaurant and banquet facility in Aylmer, ON
- Ran the floor, setting role model standards, dress code and operating practices
- Bookkeeping: payroll, journal entries and monthly ledger; financial reconciliation of all credit cards transactions
- Recruited, hired, trained and coached servers and bartenders
- Conducted regular performance reviews
- Disciplined and terminated staff when required
- Daily systems check
- Internal contact for Health inspections, WSIB procedures, Fire Inspectors and related audits
- Maintained employee engagement; and built and nurtured customer relationships, i.e., engaged with guests to develop relationships and create ‘regular customers’
- Chaired weekly staff meetings
- Thoroughly executed all ‘opening’ and ‘closing’ duties
- Exhibited transformational, servant leadership; and practiced positive organizational behavior

EDUCATION

OCT 2017 TO CURRENT (PART-TIME STUDENT, CURRENTLY ENROLED)

HUMAN RESOURCES MANAGEMENT, RYERSON UNIVERISTY (TORONTO, ON)

I am a part-time student at Ryerson University, studying and taking relevant courses towards the completion of a double degree in Human Resources Management and Business; because I believe we are never meant to stop learning, and true transformational leadership is leading by example and practicing what we advise on.

Certified Human Resources Leader (CHRL) (in progress)

2007

CERTIFICATION: TEACHING ENGLISH AS A SECOND LANGUAGE, OXFORD SHOOL OF BUSINESS (COURSES TAKEN IN PERSON AT THE UNIVERSITY OF TORONTO) (TORONTO, ON)

Top 5% of my class in my practicum work; graduated with honors.

1989 TO 1991

LAW CLERK DIPLOMA, FANSHAWE COLLEGE (LONDON, ON)

Course Work: Family Law, Employment Law, Wills and Estates, Tax Litigation, Civil Litigation, Business Law, Intellectual Property Law, Electives: Spanish I and II

1980 TO 1982

SOCIAL SCIENCES DIPLOMA, VANIER C.E.G.E.P (MONTREAL, QC)

Course Work: Psychology I, II, III and IV (focus on Abnormal Development in Adolescents), Sociology I, II and III (focus: Sociology of Sexual Deviance), Humanities I, II, III and IV, Anthropology (Intro), Electives: Parapsychology and Philosophy (Intro)

SKILLS

- Seasoned Human Resources Strategist and Change Agent
- Investigating complex workplace and sexual harassment complaints
- Targeted Recruitment for C-Level Executives, Managing Law Partners, Senior Managers and Law Groups
- Human Resources Planning and People Strategies
- Organizational Audits

VOLUNTEER EXPERIENCE AND OTHER INTERESTS

- **Student Volunteer, Ministère de la Santé et des Services sociaux** (Montréal, QC)
1980 to 1981: Working with abused children and youth: supervising and chaperoning social outings, events, under government of Québec's various youth-specific programs
- **Vice Chair, London Race Relations Advisory Committee** (Municipal appointment, City of London, ON)
1994 to 1997: Received and investigated complaints relating to racism; recommended improvements, provided educational sessions to various organizations and to elected municipal officials; and presented findings and recommendations to London City Council as a whole, and its various Committees
 - Committee Member: Education Sub-Committee
- **Board Member, London Convention Centre Board** (Municipal appointment, City of London, ON)
1995 to 1998: As a Board Member, I was responsible for the strategic direction of the London Convention Centre Corporation. I sat on the following two Committees of the Board as well:
 - Marketing & Sales Committee (of London Convention Centre Board)
 - Finance & Administration Committee (of London Convention Centre Board)
- **Fundraiser, Heart and Stroke Foundation** (London, ON) 1997: Volunteer Coordinator, raising funds and awareness for London, ON's Annual Rubber Ducky Race on the Thames River
- **Employee Chair, United Way Campaign for Office of the Public Guardian and Trustee**
1995 to 1999

LANGUAGES

- English, Greek, French

OTHER

- Former reality tv actress; appearing in various reality tv shows in Toronto, ON, and other previous television appearances such as The Oprah Winfrey Show, The Steven and Chris Show, Cash Cab; and Come Dine With Me Canada
- Former stand-up comedian, regularly performing in front of live audiences at “open mike” sessions in Montreal, QC and Toronto, ON, including Second City TV and Yuk Yuk’s
- Writer:
 - Governor General of Canada Award for Creative Writing (national award): 1979
 - Blogs 2014 to Present: <https://tsergas.ca/blog/>
 - *Unpublished Book, Working Title: Every Shade of Crazy* (in progress)