# **STEVE GOLDBURGE**

1200 Markham Road

Toronto, Ontario

M2R 3L7

**Tel: 416-438-3606 / Email:** [**goldberge@uwo.ca**](mailto:goldberge@uwo.ca)

##### SUMMARY

An ambitious and results-driven individual with strong academic credentials combined with “real world” business experience and a diverse background of extra-curricular activities and interests. Possess strong leadership skills along with the ability to deal creatively and practically with legal problems/issues and interact effectively with colleagues and clients.

## EDUCATION

2013 – Present UNIVERSITY OF WESTERN ONTARIO, London, Ontario

**Candidate for Bachelor of Law Degree; May 2016**

2009 – 2012 YORK UNIVERSITY, Toronto, Ontario

**Bachelor of Arts (Honours Psychology)**

#### BUSINESS EXPERIENCE

SPECTRANET BUSINESS SOLUTIONS, Toronto, Ontario 2012 – 2015

**Legal Support Consultant** (part-time)

Provider of Internet Solutions and Wireless Products to Fortune 500 corporations

* Provided legal assistance to the President on issues relating to management and organizational structure, internal accounting and administrative controls, and contract administration
* Developed the legal terms and conditions for the Service Contract and other formal documents
* Managed the administrative functions of the company, including accounting, invoicing and billing
* Acquired practical skills in drafting legal contracts, contract negotiation, strategic planning, business management, and marketing

TELE-MEDIA CORPORATION, Toronto, Ontario 2010 – 2012

**Business Manager, Outbound Call Centre** (part-time & summers)

A Telemarketing company serving major clients such as AT&T, Sprint Canada, and Telus

* Managed and coordinated the workflow of 22 telemarketers to effectively handle 4,000 outbound calls daily for the above clients
* Improved Call Centre efficiency by 17% by re-organizing and re-delegating responsibilities
* Increased customer satisfaction by creating a customer-focused environment and empowering staff members to deliver exceptional customer service
* Minimized staff turn-over and improved retention rate by 30% by fostering a collaborative team environment and offering new challenges and responsibilities to staff
* Saved the company approx. $20,000 in hiring fees by developing a training program that was used to cross-train selected employees in Call Centre operations, thereby eliminating hiring of temp-help
* Created and administered a Goal Setting and Motivational Program as a 4th year thesis project to improve staff morale and performance levels
* Contributed to the increased of sales from $2 million to $3.2 million in peak summer seasons
* Recognized by superiors as an efficient performer with strong leadership skills and the ability to empower/motivate others, as a result achieved 30% above projected bonus compensation

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### EXTRA-CURRICULAR EXPERIENCE & ACHIEVEMENTS

**Caseworker, Community Legal Services** Spring 2014

* Developed interviewing and counseling skills while handling cases involving summary conviction offences and civil matters
* Managed client intake and assessment - consulted with clients to determine their problems and concerns and obtained relevant information; identified legal issues and researched the law relevant to clients’ cases, including Tenant Protection Act
* Determined and discussed clients’ options with in-house counsels and provided guidance and advice to clients regarding their options, proper course of action and legal proceedings
* Prepared case and represented clients in legal proceedings, dealing professionally with the Crown
* Gained “hands-on” skills in interviewing, client counselling, intake assessment, legal research and analysis, and case preparation and presentation

###### Student Legal Advisor/Counsellor, E-Leadership Program Spring 2014

* Provided academic consultation and legal advice to MBA students relating to Internet start-ups; conducted legal research regarding Internet governance, waiver of liability, contract clauses, economic regulation, and terms and conditions of usage
* Acquired general understanding of regulations governing Internet start-up companies

**Office Support, University of Western Ontario, Tax Clinic** Spring 2013

* Provided assistance to students in filing their tax returns, including assessing and evaluating tax receipts, preparing summary forms and other documents for inclusion in tax returns

**Second Year Representative, Business Law and Insolvency Club** 2013

* Work collaboratively within a team to plan, organize and schedule various internal competitions
* Actively promote and recruit members and develop strategies to increase awareness of the club
* Plan tour agendas for law students and organize several tours to Toronto law firms

###### Committee Organizer, Information and Technology Law Association 2012

* Initiate communication with several law firms in Toronto to coordinate touring schedule of their firms
* Strengthened communication, interpersonal, time management and organizational skills

**Internal Moot Court Competitor** Fall 2010

* Acquired practical skills in legal research and analysis, preparation of appellate documents, and presentation of oral arguments

**Dispute Resolution Mediator (Certification)** Fall 2010

* Developed strong mediation skills and the ability to manage interpersonal interactions, including dealing with resistance and emotion and ethical concerns

**Torys Negotiation Competitor** Fall 2009

###### Borden Ladner Gervais Client Counselling Competitor Spring 2009

PERSONAL INTERESTS/ACTIVITIES

* Law School Football Team (Co-Captain)
* Hold a high rank on school’s squash ladder
* Avid reader of Russian Classical Literature
* Certified by Royal Conservatory of Music (piano studies)
* Knowledge of the Russian language – conversational

COMPUTER SKILLS

* **Proficient in:** QuickLaw, Westlaw, MS Windows, MS Word, MS Excel, MS PowerPoint, Corel Office Suite, Lotus Notes and Internet Explorer

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