

STEVE GOLDBURGE

1200 Markham Road
Toronto, Ontario
M2R 3L7

Tel: 416-438-3606 / Email: 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

2007 – Present

UNIVERSITY OF WESTERN ONTARIO, London, Ontario
Candidate for Bachelor of Law Degree; May 2010

2002 – 2006

YORK UNIVERSITY, Toronto, Ontario
Bachelor of Arts (Honours Psychology)

BUSINESS EXPERIENCE

SPECTRANET BUSINESS SOLUTIONS, Toronto, Ontario

2007 – 2009

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

2002 – 2007

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

Continues....

EXTRA-CURRICULAR EXPERIENCE & ACHIEVEMENTS**Caseworker, Community Legal Services**

Spring 2008

- 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 2008

- 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 2007

- 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

2007

- 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

2007

- 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 2004

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

Dispute Resolution Mediator (Certification)

Fall 2004

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

Torys Negotiation Competitor

Fall 2003

Borden Ladner Gervais Client Counselling Competitor

Spring 2003

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