

- [REDACTED]
- **Availability (Check all that apply)**
Evening
- **Are you comfortable with committee meetings being livestreamed for public viewing?**
Yes
- **Do you have access to electronic communication? (i.e., email)**
Yes
- **Have you read the Terms of Reference for this Committee?**
Yes
- **Are you 18 years of age or older?**
Yes
- **Although not a requirement to serve on this Task Force, do you reside and/or own land in the Town of Essex?**
Yes
- **Address of residence or owned land in the Town of Essex**
[REDACTED]
- **Please tell us about your interest in serving on this Task Force. What do you hope to contribute, and how would you support the Task Force?**
As a "Change Agent" and employee with Deloitte Canada, I could leverage my experience and my voice at the municipal level to advocate for change regarding housing-related issues within the communities of the Town of Essex. I hope to support the Task Force in a variety of areas including project management and execution, as well as raising awareness and sharing insights to help bring attention to the housing challenges faced by the communities of the Town of Essex.
- **Please tell us about your employment background, including any skills and experience relevant to the mandate and scope of work of the Task Force. What are/have been your roles and responsibilities?**
My professional experiences are quite vast. I am a former Journalist,

Media Relations Specialist, and a former Franchise owner, just to name a few. As a former Real Estate Practitioner, I sold residential properties and worked for a Windsor-based land development company with offices in Markham ON. Deloitte is known for its strong analytical capabilities. My unique connection can help with data analysis and research, which can be instrumental in gathering, analyzing, and interpreting housing related data. This may help the task force make evidence-based decisions and recommendations.

- **Please tell us about your skills and experience in community and social housing, such as experience with managing or operating a not-for-profit social enterprise focused on housing support, shelters, homelessness. What were your roles and responsibilities**

While I have little experience in community and social housing, I am eager to gain experience, in terms of a transferable skills perspective. As the Founder and Champion of Deloitte Canada's National Executive Services Conference, I am confident my strong project management skills in addition to coordinating diverse teams and ensuring timely execution can be beneficial in driving the task force's initiatives forward. Skills include providing structure, setting goals, tracking progress, and ensuring accountability.

- **Please tell us about your skills and experience in residential housing development, real estate, housing policy, land use planning, or related fields.**

As a former Real Estate Practitioner, I have hands-on knowledge and sales skills in housing development, land use planning and/or related fields. Access to policy analysis and designing implementation strategies could be valuable in shaping effective housing policies and programs.

- **Please tell us about your skills and experience in finance, grant research and writing, government funding, or related fields.**

Deloitte professionals often possess financial expertise. This access to knowledge perhaps can be applied to assess the financial implications of housing policies and initiatives. Other related fields can include providing insights on funding mechanisms, cost-benefit analysis, and financial sustainability.

- **Please describe any other training, experience, or qualifications you have that you feel would benefit the Task Force.**

As an "Advocate for Change," I recently wrote and submitted (awaiting approval) a business case to establish a global "Ageism in

the Workplace" Resource Group that will, inevitably provide value and impact to all 80+ Deloitte global affiliates, partners, consultants, and employees. I have exceptional communication and presentation skills, and have the capability to distill complex information into clear and concise messaging while supporting the task force's efforts in communicating recommendations engaging stakeholders, and advocating for housing solutions. By leveraging my Deloitte background, I have the capability to collaborate with other members, listen to diverse viewpoints, and work towards developing sustainable and impactful housing strategies. I can engage with stakeholders, attend public consultations, Town Hall meetings, or community events related to housing.

- **Would you have any conflicts of interest or potential conflicts of interest if appointed?**

I am unaware of any conflicts of interest, but I would have to seek permission from my employer if I was selected to join this Task Force.

- **Please upload a copy of your résumé**

1. [Jo-Ann Conrod Resume 2024.docx \[29.5 KB\]](#)

- **Date of Signature**

11/26/2024

[This is an automated email notification -- please do not respond]

JO - ANN CONROD

EXECUTIVE ASSISTANT

Professional · Client-Focused · Results-Driven

Dedicated, innovative, and driven corporate Executive Assistant combining 10+ years of proven comprehensive executive and business administration skills, project management, and corporate event planning expertise. Operates with a high degree of integrity and professionalism. Consistently recognized for taking initiative and completing tasks to highest standards. Visionary who anticipates, navigates, and executes within an inclusive and collaborative culture. Well-organized with exceptional communications, public relations, and business development skills as a former Journalist and Entrepreneur.

PROFESSIONAL EXPERIENCE

DELOITTE CANADA

2018 – present

Executive Assistant / Business Operations / Central Business Services

- Founder & Champion of Deloitte's first, inaugural National Executive Services Conference
- Managed the daily business activities of a select group of Leaders in Deloitte's Analytic Forensic Technology practice including Forensic service offerings in Financial Advisory, Financial Crime Analytics and Forensic and Investigating Accounting.
- Generated Excel data entry, macros, calculations, and reports. Created opportunities and updates in CRM – sales funnel reports.
- Managed document production and work process management in SWIFT – bulk corrections to time entries and WIP.
- Generated Outlook contact creation and group lists management.
- Assisted Deloitte Security Services with reliability clearance and employee approvals.
- Planned internal and external client events, scheduled travel arrangements, prepared and submitted expense reports and time reporting in Concur.
- Enhanced business development activities of partners by establishing and maintaining excellent corporate client relationships over lunches and social events.

PWC CANADA

2015 – 2018

Partner Assistant / Executive Assistant

- Managed the day-to-day business activities for a minimum of four partners in Business and Capital Markets, Risk Consulting, Digital, Data & Analytics and Customer Practice.
- Increased partners' efficiency by carefully scheduling, managing, and monitoring calendars and email.
- Assisted billing administrator and maintained client codes in iPower. Managed document production, work process management, booked travel, prepared and submitted expense reports and time reporting for independent contractors.
- Enhanced business development activities of partners by establishing and maintaining excellent corporate client relationships over lunches and social events.
- Played a key role in the launch of Google from Lotus Notes throughout the firm and facilitated a workshop for administrative staff. This resulted in a smooth rollout over a two-year timeframe and improved technical operations.
- Selected and represented the firm as a Diversity & Inclusion Volunteer Ambassador during internal and external social functions as part of the firm's strategy.
- Handpicked to represent the firm during the closing ceremonies of the Invictus Games in September 2017.

OLYMPIAN FINANCIAL INC.

2014

Executive Administrative Assistant, Office of David Munro – Contract

- Provided advanced, highly diversified, confidential, executive administrative assistance to David Munro, including sales/promotional campaigns.
- Implemented and executed all operations and logistics to establish satellite office from design to interior decorating.
- Coordinated schedules, appointments, reservations and travel arrangements.
- Processed highly confidential client investment documents.
- Trained new staff on how to process client investment documents.

BNY MELLON WEALTH MANAGEMENT ADVISORY SERVICES

2011 – 2013

Executive Assistant to the President

- Provided advanced, highly diversified, confidential and discretionary executive administrative assistance to the president, C-level executives and management team.
- Co-ordinated the president's schedule, appointments, reservations and travel arrangements.
- Organized meetings involving multiple senior executives.
- Prepared and/or edited correspondence, faxes, memos and mass emails.

- Assisted with the preparation of business presentations including text, electronic and overheads.
- Liaised with clients from introduction to long-standing relationships.
- Selected as representative of the BNY Mellon Wealth Management Intranet Editorial Board Committee

MADY DEVELOPMENT CORPORATION/MADY CONTRACT DIVISION LTD.

2009 – 2011

Executive Assistant

- Composed and maintained confidential material and correspondence including reports, data and submissions for government approval.
- Prepared and/or edited letters, faxes, memos and mass emails.
- Provided daily administrative support to include processing incoming mail, managing schedules, arranging travel, screening and prioritizing calls.

EXPERIENCE PRIOR TO 2009

Business Development Director, Preferred One Integrated Marketing Solutions
 Fundraising Director, Preferred One Integrated Marketing Solutions
 Campaign Coordinator, School & Youth Programs, Leukemia & Lymphoma Society of Canada
 Real Estate Practitioner, Prudential Property Specialists, Halifax
 Acting Manager, Media and Community Affairs, Canada Post Corporation, Halifax
 Franchisee/Owner, Grabbajabba, Halifax
 Owner, Create-A-Book, Halifax
 Public Relations Officer, Wilfrid Laurier University, Waterloo
 Journalist, The Record, Kitchener-Waterloo
 Journalist, The Chronicle-Journal/The Times-News, Thunder Bay

AWARDS AND RECOGNITION

- Deloitte - Business Operations, National Recognition FY22 P5-P6, National Executive Services Conference
- Deloitte Diversity Ambassador 2021-2022
- Deloitte - Celebrating Impact: Our People and Partner Recognition Initiative FY21 - Empower and Develop our People for Success and Progression
- Deloitte - Business Operations, Regional Leader Recognition, FY21 Q1, Initiative and Commitment
- Atlantic Anniversary Award, International Association of Business Communicators, in recognition of commitment to excellence and volunteerism
- United Way Citation for outstanding service to the community
- Best Interview Award, Thunder Bay Press Club
- Best Human Interest / Lifestyle Award, Thunder Bay Press Club

SOCIAL SERVICES AND COMMUNITY INVOLVEMENT

- South Essex Community Council member, Leamington ON
- Mental Health & Well-Being Advocate
- National Mentor, Brave Beginnings
- Love Park Committee, City of Toronto
- Maple Leaf Square Residents Committee, Toronto
- Mentor and Student Project Evaluator, The Learning Partnership's Investigate! Invent! Innovate! National Invention Convention
- Volunteer, Deloitte's Workplace Giving Campaign
- Volunteer, Deloitte's TutorMate Program
- Mentor, Deloitte's Impact Everyday Campaign, MENTOR Canada
- Member, Deloitte Ontario People Council
- Deloitte Lead Volunteer, Canada's Great Kitchen Party
- PwC Diversity & Inclusion Volunteer Ambassador
- PwC Volunteer, Invictus Games
- Historical Site Volunteer, City of Toronto
- Member, Royal Ontario Museum
- Member, The Empire Club of Canada
- Volunteer, Book Lover's Ball

EDUCATION

Sales Representative Proficiency Course, RESP Dealers Association of Canada Toronto, ON
Public Relations Advanced Diploma, Nova Scotia Community College, Halifax, NS
Diploma of Applied Arts, Journalism, St. Clair College, Windsor, ON