

## Resume

### ANGELA S. HAAS

2086 Unit 16 Ghent Ave. Burlington, Ontario L7R 0E1 - (905) 407-8188 - nextstepmediation@gmail.com

#### Summary:

A graduate of Conflict Management and Mediation Advanced.

Working for The Mediation Centre (under Government Contract) as a Family Mediator.  
Accredited Family Mediator (AccFM) with the Ontario Association of Family Mediators.

Worked at Ontario Courts, Brantford, Cayuga, Simcoe & Milton as an (IRC) Information Referral Coordinator in the FLIC office. Performed on-site Family Mediation at courts.

Internship for Family Mediation completed with The Mediation Centre, with additional hours at Ontario Courts for (IRC) Information Referral Coordinator.

A Licensed Realtor and business professional with 40 years serving clients in all aspects including sales, negotiating, conflict resolution, customer service and management.

#### Key Strengths:

- Conflict management
- Problem solving ability
- Exceptional team player
- Excellent strategist – can think outside the box
- Strong capacity to perceive and understand the feelings of others
- Results oriented
- Can see and understand both sides of a situation
- Strong organizational skills
- Excels at developing and coaching others
- Open minded, positive
- Encouraging and upbeat
- Intuitive

#### Education:

The Mediation Centre - Internship of 100 hours in Family Mediation.

Over 25 hours training with the (IRC) Information Referral Coordinator at Brantford, Cayuga, & Milton courthouses.

University of Waterloo / Conrad Grebel University College Certificate in Conflict Management and Mediation – Advanced – 2011

University of Toronto –St. Stephens House – Mediation - 3 day workshop – 1997

Licensed Realtor with Ontario Real Estate Association – 1998  
Concordia University, Montreal, Diploma in Hospitality Management – 1989

Updating on a yearly basis courses including but not limited to domestic violence,  
dealing with difficult clients, conflict and negotiating.

**WORK EXPERIENCE:**

**The Mediation Centre** 2013-Present  
Family Mediator

**The Mediation Centre** 2013-2015  
IRC – Information Referral Coordinator Ontario Courts  
On-site mediation at courts

**Right At Home Realty., Inc. Brokerage**  
Sales Representative/Independent Contractor 2006-Present

**Advantage Plus Realty., Inc. Brokerage**  
Sales Representative/Independent Contractor 1998-2006

**Customer Service/Management within various organizations including:** 1982-1997  
Par-Pak Ltd., Brampton, Ontario  
North America Packaging Ltd., Oakville, Ontario  
Tim Horton Ltd., Oakville, Ontario  
Pratt & Whitney Canada, Longueuil, Quebec

**Memberships:**

Ontario Association of Family Mediators  
ADR Institute of Ontario - Associate member

CREA Canadian Real Estate Association  
OREA Ontario Real Estate Association  
TREB Toronto Real Estate Board  
RAHB Hamilton-Burlington Real Estate Board