

## STEVE GOLDBURGE

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M2R 3L7

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### 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.

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### 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 4<sup>th</sup> 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 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