

STEPHEN COOKE

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Profile

Reliable, hard working individual experienced in a professional planning office environment with strong interpersonal and time management skills. Experienced in interpreting architectural plans, Zoning Bylaw regulations, and municipal policies. Proficient in a variety of software including Microsoft Office, Adobe Creative Suite, Geomedia, and ESRI ArcMap. Proven ability to work well, both individually and as part of a team, to complete project tasks within competing deadlines.

Working

Planning Technician II

November 2015 — Present

City of Edmonton, Development Services, Zoning Bylaw Implementation

- Provide research and graphic design support to a team of planners by querying databases, compiling information, modeling outcomes of zoning changes, and maintaining project web pages
- Perform spatial analysis using Geomedia GIS software to create maps and synthesize information
- Prepare architectural visualizations using AutoCAD, Sketchup, and Photoshop software
- Respond to information requests from City Councillors and other City sections
- Analyze development permit application data for preparation of City Council reports and memos
- Design resources for City Council reports including maps, diagrams, and visualizations
- Coordinate community consultation event logistics and design presentation boards, maps and publications for team projects, including the Mature Neighbourhood Overlay Review

Planning Technician I

January — November 2015

City of Edmonton, Development Services, Residential Approvals

- Reviewed and rendered decisions on new housing, showhome, minor development, and home occupation permits, ensured conformity to the City of Edmonton Zoning Bylaw and statutory plans
- Granted minor variances to Zoning Bylaw regulations for development applications when applicable
- Wrote reports and provided evidence for appealed development permit decisions at Subdivision & Development Appeal Board hearings
- Provided customer service at intake counter, ensured applications were complete and accurate

Development Services Technician

June — December 2014

City of Edmonton, Permits & Licensing Service Centre

- Received and approved minor development permits and processed zoning compliance certificates, ensuring conformity to the City of Edmonton Zoning Bylaw
- Processed transactions, scheduled building and electrical inspections, and provided direction to residents on development services and permit inquiries in a high volume call centre environment
- Answered inquiries from applicants and the public regarding zoning matters and application submission requirements through in-person, telephone and email channels

Work Term Student - Survey Assistant

May 2012 — May 2014

City of Toronto, Strategic Initiatives, Policy & Analysis, Research & Information

- Collected and verified employment and land use data from over 8,500 places of employment through field survey and telephone interviews as part of the annual Toronto Employment Survey
- Created reports profiling built form and employment characteristics for assigned mapping divisions
- Trained new colleagues on proper use of GIS software and in-field surveying methods

Program Manager

January — May 2014

corecode (creating opportunities for resident engagement and community development)

- Co-founded a non-profit organization which provided community engagement and training services
- Developed and presented workshops on resident engagement and community asset-based mapping to community groups and organizations
- Designed various graphic materials including presentations and reports based on client needs, updated and maintained website, tracked website visit statistics

Sales Clerk

May 2007 — May 2014

Bayard Presse Canada Inc.

- Researched customer markets for potential accounts, presented findings to the Sales Manager
- Created customer account mailing databases and mailed promotional materials to customers
- Performed clerical tasks which included reception duties, mail sorting and digital archiving
- Responded to customer inquiries and sold books at various trade conferences and street festivals
- Introduced a Point of Sale system for conferences and sales events which reduced the amount of resources required to track inventory and reconcile conference sales

Community Asset Mapping Consultant

August 2012 — December 2013

United Way Toronto & York Region - Action for Neighbourhood Change

- Co-managed a team of nine colleagues to create online interactive asset maps of Toronto's 13 Priority Investment Neighbourhoods to visualize current services available to community members
- Researched, visited and mapped various local neighbourhood services and public facilities
- Conducted in-person interviews with local residents about service provision within their community
- Presented software training tutorials to residents and provided mapping support for ANC staff

Survey Analyst Consultant

February 2013

United Way Toronto & York Region

- Conducted needs assessment telephone surveys with stakeholders at Toronto-based community development organizations to evaluate and receive feedback on capacity building programs
- Performed qualitative data analysis and compiled survey responses in a report for Board Members to aid in the recommendations for capacity building programs, in response to sectoral needs

Learning**IAP² Foundations of Public Participation**

December 2016 — January 2017

International Association of Public Participation, City of Edmonton

- Courses consisted of creating public engagement project plans and utilizing best practices

Geomedia Professional Level I & II

February—March 2016

Northern Alberta Institute of Technology

- Completed introductory courses in Geomedia GIS software

B.U.R.P.I., Bachelor of Urban and Regional Planning

September 2009 — April 2013

Ryerson University

- Completed courses in planning law, policy, ethics and program evaluation; led teams as project manager in client-based studios for United Way Toronto and City of Toronto, Tower Renewal Office

Volunteering

Civic Engagement Mentor

July 2011 — May 2014

CultureLink

- Lead and facilitated weekly group conversation circles of up to ten participants to help new Canadians develop and improve their English comprehension and speaking abilities
- Co-ordinated the event planning, promotion and execution of a Greektown and Cabbagetown community walking tour for new Canadians featuring historical landmark and neighbourhood facts