

Recent Work Experience – Delivery Driver and Customer Service

- LifeLabs – Kitchener, Ontario hub, Medical Courier March 2024-, full-time route Dec. 2024-
 - Loading/Organizing empty specimen bags, supplies, and reports (“mail”) at hub
 - Picking Up medical specimens and/or Delivering reports/supplies at client clinics in Kitchener, Waterloo, St. Jacobs, Wellesley, and Linwood
 - Delivering empty specimen bags and supplies at LifeLabs locations in Waterloo
 - Picking Up lab & route transfer bags, medical waste, and cash at K-W LifeLabs locations
 - Delivering around 35 specimen bags to the processing labs in Mississauga/Etobicoke
 - Loading/Organizing around 50 empty bags from GTA and Delivering to hub
 - Picking Up reports in GTA for all Kitchener hub routes, Delivering to hub, Pre-Sorting
 - Driving/Delivering in all weather conditions, Consulting with supervisors/co-workers
 - Use of Portable Data Terminal / PDT (Sierra Data and GeoTab)
- FedEx Ground – Smiley Inc. (subcontractor), Delivery Driver 2022-2024
 - Lifting packages up to 75 lbs and Maneuvering packages from 76-150 lbs
 - Loading and Organizing packages into a cargo van (for specific route)
 - Driving/Delivering in all weather conditions, Consulting with supervisors/co-workers
 - Use of Portable Data Terminal / PDT (Zebra) and PackageRoute app
 - correcting addresses, planning route (GPS data), scanning to release/pickup
 - taking delivery-confirmation photographs, obtaining signatures, and so on
 - Substations in Kitchener/Cambridge then Brantford to rural/suburban delivery area near Delhi, Langton, Port Rowan, Long Point, Turkey Point, St. Williams, Vittoria
- Canada Post, Rural and Suburban Mail Carrier 2021-2022
 - Sorting, Collating, and Delivering letter mail, parcels, and flyers
 - Use of PDT (Honeywell): scanning parcels at delivery, processing holds/customs
 - Use of personal minivan with passenger-side devices, as well as RHD vehicles
 - Post Offices in Elmira and St. Clements, plus shorter-term assignments
- Majorel (Arvato/Bertelsmann), Order Support Specialist 2019-2021
 - Supporting computer technology e-commerce for the Apple Store
 - Shipping Investigations (e.g., replacements and refunds) and Delivery Management
 - Use of Online Store (SAP), Shipping Management (SEMS), and related tools
 - Interacting with FedEx, UPS, and so on; as well as Customer/Store interactions
- LCBO (Liquor Control Board of Ontario), Customer Service Representative 2018-2019
 - Cashier and Related Work – POS transactions, cash tray counting, customer engagement, and shelving/facing, plus training in Powered Lift Equipment

Earlier Work Experience – Libraries, Research/Writing, IT, Music, Teaching

- Parks Canada National Library, Cataloguing & User Services 2017
 - Records Processing, Data Entry, Sorting, Collating, Filing, Shelving, Mailing
- Self-Employed
 - Writer about Music 2000-2016
 - Books:
 - *Experiencing Peter Gabriel: A Listener's Companion* (2016)
 - *Experiencing Rush: A Listener's Companion* (2014)
 - *Rush and Philosophy: Heart and Mind United* (co-editor/three chapters, 2011)

- Reference Articles (e.g., 2007-11) and Program Notes (2000-2010)
- Microsoft Office: Word, Excel, PowerPoint; and similar; 65 WPM Typing Speed
- Web Developer esp. 2010-2015
 - Content Management Systems: WordPress, Drupal, Omeka, and others
 - Small Business Courses: market research, business plans, and so on
- Choral Singer – Elora Festival, Toronto Mendelssohn Choir, and others esp. -2012
- American Musicological Society, Bowdoin International Music Festival 2010
 - Web Developer (PHP, MySQL), Web-based Program Notes (XHTML, CSS)
- Various Universities -2008
 - Instructor – Music History Courses (popular music, film music, and so on)
- Elora Festival and Singers, Choral Librarian, Writer, and IT Consultant 2001-2004
 - Including Hardware / Software Support, such as Installation / Configuration

Community Involvement and Other Activities

- Songwriting and Recording, including concept album *The Tower* 2024 and 2024- and earlier
- Bil Weber & the Glum Bunch – rock cover band, keyboards and vocals 2023-24 and earlier
- Book Chapters, Journal Articles, Reviews, Conference Papers, Invited Talks on Music -2021
- Milton Good Library, U. of Waterloo – Intern, Music Cataloguing / Collections 2018/2016
- Music-History.Net, Music Discussion Network, Our Music Network – Web Developer, 2011-17
- Waterloo Public Library – Volunteer, Holds Shelving and Missing Items Tracing 2015-2016
- Grand Philharmonic Choir and Grand Philharmonic Chamber Singers – Tenor 2012-2016
- Other Choirs / Organizations – Tenor, plus occasional Pianist and/or Song Leader -2016
- Grand Philharmonic Choir – Website Developer 2013-2014
- Music History Instructional Videos – Web Content Developer 2012

Education

- Western University (University of Western Ontario) 2018
 - Master of Library and Information Science (MLIS, with Co-op work placement)
 - Cataloguing, Collections, Music, Government, Research Data, Guided Research, others
- Conestoga College 2010
 - Certificate in Computer Applications Development (with Co-op work placement)
 - Systems Analysis and Design, C#, SQL, XHTML/CSS, PHP, .NET
- University of California, Los Angeles, Department of Musicology 2003
 - Ph.D. in Musicology; numerous seminars, RA/TAs & technology jobs; dissertation: “Permanent Change: Rush, Musicians’ Rock, and the Progressive Post-Counterculture”
- University of Toronto, School of Graduate Studies and Faculty of Music 1991
 - M.A. in Musicology; numerous seminars, RA/TAs & technology jobs; course-work based, with comprehensive exams and German/French reading exams
- University of Waterloo, Faculty of Arts; Music Department (Conrad Grebel U. College) 1989
 - B.A. in Honours Music & Applied Studies Co-op, Society, Technology & Values Option