

MAN MAN (MAGGIE) LI

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Professional Summary

Residency program and higher education administrative professional with 4+ years of experience in university and academic healthcare environments supporting high-volume postgraduate medical education programs, residents, and faculty. Currently serve as Postgraduate Program Administrator in the Temerty Faculty of Medicine's Department of Psychiatry, acting as a primary contact for 300+ residents and lecturers and coordinating curriculum, rotations, evaluations, and examinations in alignment with university and teaching hospital requirements. Skilled in managing shared inboxes and phone lines, responding to inquiries in a timely and professional manner, and providing end-to-end administrative support. Experienced in maintaining resident and course data in student information systems (Quercus & POWER), coordinating course and examination schedules, and supporting senior-level committees and education events from planning through follow-up. Recognized as a clear, resourceful communicator with strong written skills, sound judgment, and the ability to manage multiple competing deadlines while providing professional, responsive front-line support.

Skills

- Residency medical education program coordination
- Curriculum coordination, evaluation, & reporting
- Senior-level committee governance
- Cultural awareness, equality, diversity, and inclusion (EDI)
- Front-line service, shared inbox management, and communication
- Proficiency in MS Office & LMS (POWER, Quercus, OATS, etc.)

Working Experience

Postgraduate Program Administrator

Temerty Faculty of Medicine, University of Toronto

11/2024 to present

Toronto, ON

- Overseeing program logistics for 300+ residents & lecturers, including curriculum programming, classroom/AV operation, rotations, evaluations, and grade/award submissions for a large postgraduate medical education program.
- Serving as a primary point of contact; triaging and responding to high-volume inquiries across three shared inboxes.
- Coordinate academic and examination timelines, and distribute program materials (slides, syllabi, evaluations).
- Planning components of curricular programs and activities; preparing evaluation reports and curriculum timetables.
- Determining logistical details for events (space, catering, A/V) to ensure all resource requirements are met.
- Building Eventbrite pages (promotion, ticketing, analytics), ran Call for Abstracts/Inventory/Post-event Evaluations, edited promotional materials (brochures, newsletters, website, flyers), and recommending improvements.
- Supporting the expansion committee; built ongoing collaboration with University of Manchester, Oxford, & Harvard.
- Providing governance support (agendas/minutes/action tracking) for committees (Residency Program Committee, Indigenous, & Global Mental Health); follow up on action items to maintain momentum between meetings.
- Analyzing and maintaining program records across multiple systems, ensuring accurate tracking of evaluations, attendance, and assessment data; extract and analyze program evaluation data to inform planning over a 5-year cycle.

Fellowship Program Administrator

Temerty Faculty of Medicine, University of Toronto

03/2024 to 08/2024

Toronto, ON

- Assessed and verified application files for completeness and accuracy; ensured documentation met program standards.
- Provided frontline supports to clarifying complex admissions, onboarding, and placement requirements inquiries.
- Provided individualized career advising that incorporated students' personal circumstances & academic needs.
- Scheduled interviews and placements; coordinated calendars with hospital to align with both schedules.
- Monitored the progress of program trainees to ensure ongoing compliance with all program requirements.
- Introduced and oversaw a new cross-departmental platform to streamline admissions and facilities documentation.
- Addressed individual needs and disseminated program information under complex and tight deadlines.

Program Assistant, Learning Management System (LMS)

Ontario Institute for Studies in Education, University of Toronto

11/2023 to 02/2024

Toronto, ON

- Led technical migration of 200+ Quercus course shells in LMS; achieved 100% accuracy under tight deadlines.

<ul style="list-style-type: none"> Verified courses for accessibility and EDI statements; documented repeatable steps to standardize future migrations. 	
Program Assistant, Application Assessment	05/2023 to 08/2023
<i>Ontario Institute for Studies in Education, University of Toronto</i>	Toronto, ON
<ul style="list-style-type: none"> Assessed 700+ international and domestic learners' applications and maintained confidential student records. Provided front-line support, resolving 30+ daily inquiries and ensuring adherence to program procedures and policies. Managed learner and course data across multiple systems (Destiny One, ROSI/ACORN, Quercus). 	
ESL Teaching & Program Assistant (Practicum)	05/2022 to 06/2022
<i>City Adult Learning Centre (Toronto District School Board)</i>	Toronto, ON
<ul style="list-style-type: none"> Taught and supported two ESL classes for 50+ newcomers and refugee learners; fostered an inclusive, high-engagement environment. Conducted 1-on-1 career coaching sessions; earned 100% positive feedback from students and supervising teachers. 	
Office and Administrative Assistant	09/2021 to 05/2022
<i>Ontario Institute for Studies in Education, University of Toronto</i>	Toronto, ON
<ul style="list-style-type: none"> First point of contact for student inquiries; recognized for professionalism and effective problem-solving. Managed 200+ program certifications; produced templates for email/phone responses to streamline staff onboarding. Researched student-services best practices and compose user experience design projects for program improvement. Provided basic support and referrals to individuals in distress with discretion and care. 	
Business Development Coordinator	01/2021 to 04/2022
<i>Talent Education, GN Education Inc.</i>	Toronto, ON
<ul style="list-style-type: none"> Built and maintained a network of partner organizations; sourced new BD opportunities and closed sponsorships. Ran full-cycle recruitment: crafted JDs, screened 50+ applicants, interviewed (Zoom/phone), and drafted offer letters. Conducted marketing analytics (Google Analytics, Excel PivotTables) to report trends and recommend improvements. Launched a new flagship program end-to-end—secured sponsors, hired the team, and created training manuals. Oversaw trainee onboarding and day-to-day operations to ensure successful program delivery and project completion. 	
Community Involvement	
Vice President	01/2022 to Present
<i>U of T Chinese Graduate Association (UTCGA), University of Toronto</i>	Toronto, ON
<ul style="list-style-type: none"> Managed external departments including Business Development, Public Relations, and Alumni Connections. Supervised a team of 20+ members to ensure smooth daily operations. Hosted orientations and events (virtual & in-person) with 150+ participants each; ensured smooth operations. Drafted and negotiated contractual agreements with sponsors with zero errors while upholding confidentiality policy. Oversaw funding processes; secured over \$60,000 in sponsorship funds and \$10,000 in UofT grants. Oversaw sponsorship payment methods and kept track of financial records and receipts. Hosted weekly meetings with committees to seek growth opportunities; engaged sponsors and alumni connections. Handles event logistics and operations (expense reimbursement, venue reservations, speaker invitations, staff onboarding, catering orders) using tools like Asana, MS Office, and MeetingPulse. 	
Education	
MASTER OF EDUCATION: English Language & Literacies Education (Language Teaching)	11/2023
<i>Ontario Institute for Studies in Education, University of Toronto</i>	Toronto, ON
HONOURS BACHELOR OF SCIENCE: Pharmacology & Nutritional Science	06/2020
<i>Faculty of Arts & Science, University of Toronto</i>	Toronto, ON