

BEYLULL TEKLAY

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EMPLOYMENT EXPERIENCE

Tim Hortons

October 2016-September 2017

Customer Service Representative

- Worked in a very fast paced area and kept positive energy environment
- Greeted customers and takes their orders in a positive manner
- Collects and processes money in cash and through Credit/ Debit cards
- Provides timely and courteous beverage services while keeping work areas clean

Danforth Pediatrics

High School Cooperative Education

Medical Secretary Assistant

February-June 2017

- Completed medical insurance claims by entering information such as names, address, diagnosis etc.
- Collected and analyzed operational data in order for the doctors the needs of their patients
- Operated in specialized office management software to create patient's files, schedule patients etc.
- Listened effectively to determine and meet clients' needs while creating a positive impression in the environment

Centreville

Rides Attendant

Summer 2015 - 2016

- Ensure safety and well-being of all participants
- Dealt with customer complaints and resolved disputes
- Directed customers to correct services, individuals and to appropriate personnel
- Able to always perform and complete tasks regardless of environment

Toronto Police Service

Summer 2014

Youth in Policing Initiative Worker

- Worked in an office setting using computers and printers and engaging in filing documents
- Provided police notices to the community
- Participated in the running of a community event attended by over 100 community members
- Organized weekly recreational activities for children in priority neighbourhoods

VOLUNTEER EXPERIENCE

Volunteer, After School Program, Access Alliance

March 2014-2016

- Participated in a health and multicultural class program where I took leadership of the team
- Organized a fundraising bake sale for United Way as a member of the Youth Planning Council
- Engaged in health promotion activities for Youth and organised activities for youth in the summer

Volunteer, WoodGreen Community Services

April 2013-2015

- Entertained kids though face painting, arts and crafts during a fun fair day
- Assisted new immigrant students fill up forms, documents and guided them where to seek professionals for support
- Worked program's community garden and participated in a healthy eating workshops

EDUCATION

University of Toronto, Mississauga ON

Life Sciences

2017 – April 2018

EXTRA-CURRICULAR ACTIVITIES

Sick Kids Hospital

Caregiver

January 2017- April 2017

Access Alliance

Youth Program Participant

2014 to 2016

Monarch Park Collegiate Institute

Ultimate Frisbee Team

2015

Monarch Park Collegiate Institute

Reading Buddies Program

2015