

Awas Jomail

647-550-6054 | Toronto, ON | awasjomail@gmail.com | awasjomail.ca

Profile

Compassionate and solutions-oriented professional with over four years of experience in client support roles across healthcare and corporate environments. Proven ability to thrive in fast-paced, high-pressure settings, using empathy, clear communication, and technical proficiency to resolve complex inquiries. Adept at working with diverse populations and navigating emotionally sensitive situations. Brings strong organizational habits, emotional intelligence, and a commitment to service excellence.

Relevant Skills

- **Client-Focused Communication**
Resolved complex medication issues by clearly explaining insurance coverage, program eligibility, and co-payment differences — especially in emotionally charged situations. Helped patients feel heard and valued through compassionate and clear guidance.
- **Prioritization & Multi-Tasking Under Pressure**
Balanced multiple time-sensitive service tickets while meeting strict service-level agreements (SLAs) in a fast-paced support environment. Assessed urgency based on client impact — prioritizing technical outages and patient-critical medication inquiries over lower-risk requests.
- **Call Triage & Inquiry Management**
Responded to urgent inbound calls and assessed priority in real-time, ensuring critical needs like missed medication deliveries were addressed promptly. Maintained calm, efficient communication under pressure, even during emotionally intense scenarios.
- **Service Request Follow-Up & System Use**
Independently tracked pharmacy equipment repair requests through ServiceNow and ensured timely resolution — demonstrating attention to detail and accountability across departments.
- **Conflict Resolution & Emotional Intelligence**
Defused emotionally charged interactions by applying lived experience and patient advocacy. Provided clear options and guidance to clients frustrated with financial or systemic barriers, turning high-conflict moments into collaborative problem-solving.
- **Accurate Logging & Information Sharing**
Maintained precise records by indexing prescriptions, documenting service histories, and using shared tools like Microsoft Outlook and Word for shift coordination and reminders across the pharmacy team.
- **Cultural Sensitivity & Non-Verbal Empathy**
Supported a non-English-speaking mother by using real-time translation tools, ensuring her child's mental health medication was understood and administered correctly. Demonstrated openness and care through body language when words were limited.
- **Crisis Awareness & Resident Sensitivity**
Recognized signs of distress in patients facing language barriers, mental health struggles, or financial hardship. Responded with calm, nonjudgmental support and took extra time to offer alternatives and reassurance, particularly for vulnerable individuals with limited access to care.

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Work Experience

Pharmacy Assistant

June 2021 - Present

Loblaws

Toronto, ON

- Handled a high volume of patient interactions daily, often navigating emotionally charged or time-sensitive calls with empathy, professionalism, and assertive clarity.
- Triage urgent requests over the phone, such as missed deliveries, and provided in-person care for vulnerable patients, including those with dementia and limited mobility.
- Followed up on pharmacy equipment repairs (e.g., blood pressure monitors), submitting requests through ServiceNow and tracking resolution within SLA timelines.
- Calmly de-escalated patient conflicts by listening deeply, validating concerns, and offering tangible solutions — e.g., assisting patients with real-time benefit enrollment to reduce medication costs.
- Supported patients with limited English by using translator tools and empathetic body language, ensuring accessibility and continuity of care for marginalized families.
- Used shared digital tools like Microsoft Outlook and Word for shift coordination, reminders, and operational communication across pharmacy staff.

Production Application Support Analyst

September 2023 - December 2023

CIBC

Toronto, ON

- Responded to and triaged multiple simultaneous incident tickets using ServiceNow, consistently meeting SLAs by prioritizing urgent internal client issues (e.g. data transfer failures, login errors) over non-critical requests like UI change tickets
- Conducted root-cause analysis on email delivery failures for client data transfers, coordinating with both the networking and exchange mailing teams to resolve complex cross-functional service breakdowns.
- Communicated clearly and empathetically with internal stakeholders and third-party vendors when requests could not be fulfilled due to compliance restrictions, offering secure alternative solutions and preserving strong working relationships.
- Maintained accurate, timely records of incidents, resolutions, and follow-up actions in ServiceNow, contributing to audit readiness and compliance tracking.
- Diffused client frustration with a calm tone and clear explanations, often turning challenging conversations into constructive outcomes.
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Education

Software Engineering Diploma

September 2021 – December 2024

Centennial College

Toronto, ON

Honors Bachelor of Science

September 2015 – December 2019

University of Toronto

Mississauga, ON