**Calvin Laryea**

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**Career Objective**

A self-motivated, professional, collaborative, team player looking for a challenging position that will fully utilize my skills and capabilities to achieve desired results.

**AREAS OF EXPERTISE**

* Excellent communication skills (written & verbal)
* Strong attention to detail
* Proficient in MS Office Suite (Word, Excel, PowerPoint, Access, Outlook)
* Strong data entry skills
* Strong understand of Windows Operating Systems XP/Vista/7/8/10 & Mac OS
* Able to work well under pressure
* Strong customer service skills
* Able to work autonomously and in a team setting

**PROFESSIONAL EXPERIENCE**

Toronto Dominion Bank Oct 2019- Currently   
Wealth Operations Officer

* Responsible for the timely and accurate processing of relevant transactions. This encompasses both financial and non-financial activities

**Access Research** **Feb 2016-Currently**

**Market Research Interviewer/Data Entry Clerk**

* Conducted surveys for a variety of organizations and businesses through phone interviews and online questionnaires.
* Accurately monitored and edited online questionnaires for new projects.
* Accurately collected survey data through phone interviews and placed data into a 3rd party web application for data to be used and organized to identify any trends and correlations.
* Documented and investigated significant information at the request of senior staff.
* Performed customer service duties for related projects that consisted of troubleshooting with client log-in issues and booking appointments for clients.
* Analyzed source documents and applied accurate data from source documents into Excel and other database programs in a timely and accurate manner
* Checked and corrected any incorrect data entry errors associated with different projects

**Wynn Fitness Oct 2013-April 2014**

**IT Business Analyst (Capstone Project)**

* Analyzed current business processes and current information system being used by Wynn Fitness.
* Identified any inefficiencies within current business processes and current IS platform.
* With the use of UML diagrams (activity diagrams and use cases diagrams) illustrated comparison of current as/is information system and newly revamped information system platform to show where inefficiencies are and how they can be improved.
* Provided recommendations involving various IT solutions that aligned with Wynn Fitness' strategic goals to help minimize and solve inefficiency issues.
* Composed request for proposal and request for information documentation for various IT vendors that provided IT solutions which could solve Wynn Fitness' inefficiency issues.

**Ryerson University**

**IT Service Desk (Intern)**   **Jan-April 2010**

* Assisted students and faculty members with computer software related issues
* Resolving troubleshooting issues associated with student log-in accounts and wireless. Configuration of Ryerson WI-FI connection, repaired broken lab computers, etc.
* Troubleshooting a variety of student issues regarding different software applications.
* Utilized problem-solving skills to diagnose complex application/networking issues
* Assisted with problems related to computer hardware including printers and other equipment

**EDUCATION**

**Ryerson University ( 2009-2014)**

* **Bachelors of Commerce in Business Technology Management**

Bachelor of Commerce (Information Technology Management)