**OBJECTIVE**

Strategic-thinking individual experienced in turning low-performing organizations into top revenue producers. Offering engaging and pleasant personality with expertise improving customer relationships.

**KEY SKILLS**

* Technical: Microsoft Word, Microsoft Excel, QuickBooks, Adobe Illustrator, EHR management, Accuro, PowerPoint, Photoshop, Adobe premier pro.
* Research: Marketing Items, Sales and data organization, Scheduling.
* Communication: Strong oral and written communication skills in English.
* Teamwork: Ability to collaborate with others both as a team member as well as Team Lead.
* Calendar Management, Billing and record-keeping and business knowledge.
* Proficiency with photocopiers, scanners, and projectors.
* People Management
* Crisis Management
* Story Pitching
* Organizational Development
* Budget Management
* Rules and Regulations
* Administrative Support

**EDUCATION**

**Associate Degree (Business/ Medical Office Administration), Georgian College, Barrie, Ontario**

**Bootcamp Training (Full Stack Development), Inception U, Calgary, Alberta**

**EXPERIENCE**

**Administrative Assistant/ Marketing Assistant,** Fleet Works, Calgary, Alberta. Oct 2022- Present

* Identified and recommended changes to existing processes to improve accuracy, efficiency, and quality service.
* Fulfilled office assistant responsibilities for a fast-paced chemical company
* Maintained customer relationships, handled shipping and communication logistics
* Performed CRM data entry for all sales order
* Monitored and responded to client emails
* Offered guidance to in-and out-bound customers and class-goers on a daily basis.
* Answered multi-line phone system, routing calls, delivering messages to staff and greeting visitors.
* Coordinated and scheduled meetings and conference calls to optimize scheduling of senior staff.
* Assisted development and implementation of new administrative procedures.

**Business Development Representative/Administrative,** Mango Insurance, Calgary, Alberta. July 2022- Sep 2022

* Informed customers of promotions to increase sales productivity and volume.
* Developed and implemented favorable pricing structures balancing firm objectives against customer targets.
* Worked with sales team to collaboratively reach targets, consistently meeting or exceeding personal quotas.
* Negotiated prices, terms of sales and service agreements.
* Identified new business opportunities through cold calling, networking, marketing and prospective database leads.
* Quoted prices, credit terms and other bid specifications.
* Served customers with knowledgeable, friendly support at every stage of shopping and purchasing.
* Gained customer trust and confidence by demonstrating compelling, persuasive and composed professional demeanor.
* Built relationships with customers and community to promote long term business growth.
* Greeted customers and offered assistance with selecting merchandise, finding accessories and completing purchases.

**Independent Sub Contractor/Admin Assistant,** 12777835 CANADA INC, Dartmouth, Nova Scotia. Feb 2022- June 2022.

* Used critical thinking to break down problems, evaluate solutions and make decisions.
* Learned and adapted quickly to new technology and software applications.
* Proved successful working within tight deadlines and a fast-paced environment.
* Organized and detail-oriented with a strong work ethic.
* Worked well in a team setting, providing support and guidance.
* Demonstrated respect, friendliness and willingness to help wherever needed.
* Managed time efficiently in order to complete all tasks within deadlines

**Administrative Assistant / Insurance Advisor,** Crossroads Insurance, Winnipeg, ManitobaApril 2021 – Sep 2021

* Answered telephone inquiries and did administrative duties in the office.
* Scheduled office meetings and client appointments for staff teams.
* Managed phone and email correspondence and handled incoming and outgoing mail and faxes.
* Liaised between clients and vendors and maintained effective lines of communication.
* Opened and properly distributed incoming mail to promote quicker response to client inquiries.
* Established administrative work procedures to track staff's daily tasks.
* Received and sorted incoming mail and packages to record, dispatch, or distribute to correct recipient.
* Created and maintained detailed administrative processes and procedures to drive efficiency and accuracy.
* Answered multi-line phone system, routing calls, delivering messages to staff and greeting visitors.

**Administrative Assistant / Insurance Advisor,** The Co-Operators**,** Dauphin, Manitoba Jan 2020- Apr 2021

* Adjusted client policy plans as requested, calculating and providing new quotes based on coverage details
* Organized all hard copy documents electronically
* Diligently responded to email inquiries within 12 hours of receipt
* Utilized proprietary software for entering customer information into a computerized database
* Scheduled teleconference meetings with all parties to assist in resolving outstanding issues
* Working closely with commercial marketing, sales and account management to achieve business goals.
* Managed filing system, entered data and completed other clerical tasks.

**Team Leader, Tim Horton’s,** Dauphin, Manitoba

Feb 2018-Jan 2020

* Investigated and resolved customer inquiries and complaints in an empathetic manner
* Maintained overall safe work environment with employee training programs and enforcement of safety procedures.
* Conferred with customers by telephone or in person to provide information about products or services, took or enter orders, or obtain details of complaints
* Perform various financial activities such as cash handling, closing the pos systems, deposit preparation
* Encourages an exciting and fun work environment while motivation team members to meet goals.
* Managed leave requests and absences and arranged covers to facilitate smooth flow of operations.

**Director, Georgian College Student Association/ Admin Assistant,** Georgian College, Barrie, Ontario

Sep 2016-Apr 2017

* Collaborated in the development and maintenance of a comprehensive student activities program.
* Helped in managing the GCSA budget and helped out in Georgian Food locker that provide emergency on-campus food bank for Georgian College students in need.
* Monitored and coordinated workflows to optimize resources.
* Worked closely with organizational leadership and board of directors to guide operational strategy.
* Monitored office workflow and administrative processes to keep operations running smoothly.
* Drafted and distributed reports to assist board members with critical business decisions.

**Peer Mentor/ Front Desk Assistant, Georgian College,** Barrie, Ontario

May 2014-Aug 2015

* Acted as receptionist at front desk in absence of administrative assistants; registered students for advising sessions, provided information and resolved issues.
* Encouraged students to explore age-appropriate and career-related opportunities.
* Implemented strategies to help mentees manage stress and difficult emotions.
* Empowered students through counseling and skill-building exercises.
* Supported mentees in navigating college admissions processes and achieving academic success.

**Office Assistant, Jeewanjot Nursing Institute,** Punjab

May 2014-June2015

* Provided exceptional customer service by appropriately answering client concerns, forwarding messages and confirming appointments as necessary
* Upheld office schedule to ensure day-to-day business needs were met
* Performed data entry tasks and filed patient reports on a daily basis
* Scheduled testing and appointments for patients both in person and over the phone
* Participate in management meetings, recording notes and creating action plans.
* Delivered clerical support by handling range of routine and special requirements.
* Assisted with budgeting and financial management to keep office operating within budget.

**REFERENCES**

Available upon request.