

Michelle Asuamah

34 Wendelyn Dr. • Richmond Hill, ON L4E 0P8

Cell: 647-825-1990 • E-Mail: michey.asmah21@gmail.com

Experience

Data Entry Clerk/Admin Support - Canada Life

May 2016-Present

Report to Team Leader. Collect data and data enter incoming applications daily. Work with multiple databases and confidential information. Attention to detail, ensure the data that is entered is accurate/analyze data for errors. Remain in frequent communication with others in the department in order to coordinate our work. This includes being frequently accessible and available in case I am needed and being contacted by email. Prioritizing rushed projects and being eager to do extra work when my leader needs me to. Investigating any issues and reporting them to my leader. Responding to any issues I may have knowledge on and sharing solutions with others in the department. Providing missing information. Being a leader in my own right by helping my fellow co-workers with any questions they have. Providing my co-workers with instruction on how to handle their work. Providing advice regarding work to trainers, leaders, and management when they seek it. Selected by leader to rework procedural guide by having constructive discussions with multiple people higher up in the organization (team leaders, auditors, trainer, head of dept.).

Admin Support - Canada Life

Nov 2014-May 2016

Reported to Team Leader. Separated and indexed incoming applications for insurance. Matched incoming evidence with correct applicants. Frequently communicated and coordinated with internal members of the department as well as external insurance carriers. Working with confidential information. Sending and receiving paperwork from other insurance carriers. Working with multiple databases. Organizing and presenting team meetings under the team leader's supervision.

Internal Consultant-Daily Bread Food Bank (Service Learning Project)

January 2014-April 2014

Reported to the Director of Human Resources. Developed an orientation program for new hires/volunteers. Took notes on the requests of the director of HR. Performed a needs assessment analysis. Performed an intensive amount of research in order to develop a program that fit the organization. Conducted interviews with multiple managers in the organization in order to make an informed decision. Collected and analyzed data. Established gaps. Reported findings to the Director of HR, collaboratively decided on the best plan of action and went on to produce the finished project.

Cast Member- Silvercity Richmond Hill

April 2012-September 2013

Responding promptly to guest requests in person, handling inquiries and complaints-always maintaining professional mannerisms. Meeting and taking the initiative to go above the expectations of the guest in areas of timeliness and quality. Assisting with problems and directing requests or unresolved issues to supervisors/managers. Working unsupervised. Managing inventory and equipment-writing reports (by deadline) on inventory stock/the condition of equipment and presenting it to the managers.

Education

University of Toronto- St. George

September 2010-November 2014

Bachelor of Science. Double Major in Employment Relations and Psychology.

Skills

Research, Communication, Time Management, Organization, Sorting, Teamwork, Analyzing, Recording Data, Coordinating between Departments, Dealing with Confidential Information, Presentations, Initiative, Working Unsupervised, Responsibility, Customer Service, Following Instructions, Critical thinking, Interpersonal, Computer Skills, Microsoft Office, Cash Handling, Numerical, Basic Accounting, Accuracy, and Attention to Detail.