

Rushelle Phillips
302-190 Nonquon Road,
Oshawa, ON, L1G 3S7
TEL: (416) 858-2042 Email: rushellew9@gmail.com

OBJECTIVE: To use my skills as a call center team leader to obtain a position with growing firm that can benefit from my expertise.

HIGHLIGHT OF QUALIFICATIONS:

- Highly organized, detail oriented and excellent record keeping skills
- Ability to take direction but act with initiative and self-motivate to meet deadlines
- Excellent communication, listening and Interpersonal Skills
- Ability to work in a team environment as well as individual
- Ability to determine the needs of the client based on the information provided
- Strong leadership experience and initiative in developing cooperative team dynamics
- Strong problem-solving techniques for the assigned duties
- Excellent written and oral communication skills
- Ability to review departmental processes and work flows with view of improving efficiency
- Computer Literate with proficient in Windows Office 2021 suite and center technology
- Valid G
- Languages:(Java, C#, C, Python. SQL)
- Platforms and frameworks: (Windows, LINUX, Mac)
- Banking Application (Gow, Pesa, Ecif, COINS Agent Support tools etc)
- Web tools: (XHTML, HTML, ASP.NET)

EDUCATION:

General Arts and Science.	2016
Centennial College (Morning-side Campus)	
Social Service Diploma	2013
Seneca College (York Campus), North York, ON	
Ontario Secondary School Diploma	2006-2008
Lamoreaux Collegiate, Scarborough, ON	
Other Training and Credentials	
RGI Certification	2022
Diabetic Ambassador	
Woman Health in Woman Hands	2012
Licensed Security Guard and CPR certificate	
Ontario licensing Centre	2013

WORK EXPERIENCE:

Business Support Officer	2022-Present
Manpower- CIBC	
Toronto, On	

Rushelle Phillips
302-190 Nonquon Road,
Oshawa, ON, L1G 3S7
TEL: (416) 858-2042 Email: rushellew9@gmail.com

- Process and fulfill retail and non-credit customer requests made through Electronic Banking Channel (opening accounts, changes to investments) accurately and efficiently ensuring adherence to outlined practices, procedures and policies to meet Service Level Agreements
- Review and identify all incorrect, invalid or incomplete customer requests for escalate to appropriate area for resolution
- Prioritize and organize workload to ensure deadlines are met and diarized items are processed according to policies and procedures
- Assist in training new incumbents and/or temporary staff on procedures and guidelines to ensure transfer of knowledge and consistency in process

Office Administrator

RKP All IN One
Toronto, ON

2019-2021

- Organized Team meeting
- Negotiation settlements collection to recover funds from delinquent account
- Scheduled appointments, meeting and travel arrangement for managers
- Order and distribute office supplies while adhering to set company budget
- Managed phones, taking message and direct calls as necessary
- Type and edit memos and reports
- Perform data entry paying very close attention to detail into inventory and VMS
- Track and monitor all damaged product for inbound and outbound shipments
- Microsoft Azure- add/remove/modify cloud-based – servers, desktops

Team Leader

Gatestone
Toronto, ON

2017-2019

- Develop staff through training, coaching and performance reviews
- Support staff with handling escalation calls
- Provide answers and guidance to staff
- Support agents to perform their job with one and one development
- Lead and inspire staff
- Communicate all company news through memo and meeting
- Ran monthly goal contests with rewards
- Conduct spot-checks listening to calls to make certain team followed provided scripts

COMMUNITY DEVELOPMENT EXPERIENCE:

Intake Worker

Syme -Woolner Neighborhood and Family Center
Toronto, ON

2012-2015

Rushelle Phillips
302-190 Nonquon Road,
Oshawa, ON, L1G 3S7
TEL: (416) 858-2042 Email: rushellew9@gmail.com

- Assist with daily administrative duties
- Provide information to the community about programs and services
- Conduct various support functions of social service to client
- Ensure clients are given appropriate information related to their health and well-being

Intake Worker

Sir Lankan Canadian Community Service
Mississauga, ON

2011-2016

- Complete paper work in order to execute the proper assistance for clients
- Assist clients with their questions and concerns through intake
- Perform different kind of referrals which best suits the clients
- Highly organized and results-focused leader with eight years of experience coaching and mentoring teams of 5 to 15 employees. Proven record of spearheading projects to increase operational efficiency and improve collaboration among interdepartmental teams. Possesses exceptional communication and problem-solving skills.

EMPLOYMENT HISTORY:

RKP All in One

2019-2021

Optima
Toronto-hydro

2019-2020

Gatestone
Kohl's

2017-2019

Paragon Security
Holland Bloor view kids Rehabilitation Hospital

2015-2017

Guarda World
Cn Autoport,

2013-2015

REFERENCES AVAILABLE UPON REQUEST