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| |  |  | | --- | --- | | **SS** | Sanjana Sharma | | Cell: 3658221903  Email: sanjuravi2110@gmail.com  Add: #425, 22 Elkhorn Drive,  North York, ON, M2K 1J4 |

Professional Summary

Motivated office professional with proven skills in managing appointments, meetings and events. Able to independently organize resources to smoothly meet routine needs and complete special projects. Skilled communicator and problem-solver with the adaptability to handle changing demands.

Skills

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| * Microsoft Office (Outlook, Word, Excel, PowerPoint and Access). * [System] operation – Ability to work on Pathways Health Care Scheduling (PHS) and Electronic Patient Record (EPR) System. | * Problem-solving * Multitasking * Attention to Detail * Administrative skills include, scheduling appointments, minute taking, Book keeping and filing. * Adept at Managing Correspondence * Excellent Team Player |

Experience

Administrative Assistant, UHN Toronto Western Hospital, Toronto, ON - Jan 2020 ‐ Current

* Managed multiple tasks and competing priorities in servicing requests from senior managers.
* Gained valuable skills by learning how to create spread sheets, using EPR and PHS software program.
* Regularly updated office calendar with new meetings, events and appointments to avoid overbooking.
* Supported operational admins by handling day-to-day needs for special projects with good multitasking and research skills.
* Maintained an efficient office environment by skilfully routing incoming and outgoing mail.
* Managed daily tasks consistently and sought out opportunities to go beyond requirements and support business targets.
* Met targets consistently by working hard and with strong attention to detail.
* Reviewed activities regularly to identify opportunities for improvement.
* Collaborated well with team members to carry out daily assignments and achieve team targets.
* Kept inventory levels optimized and office supplies organized for forecasted demands.
* Filed records to keep system efficient and information organized.
* Determined team targets and implemented plans to achieve goals at individual and group level.

Academic Records Analyst, World Educational Services, Toronto, ON Aug 2019 ‐ Oct 2019,

* Sorted and opened client applications.
* Verified the application to ensure that it met Organizations policies and criteria.
* Stamped, documented and filed applications for further processing.

Intern, Raintree Hotel (Ceebros Groups), Chennai, TN, India Nov 2017 ‐ Mar 2018,

* Greeted visitors and escorted them to their destinations.
* Prioritized and managed multiple tasks servicing requests from senior managers.
* Answered telephone calls, took messages, and conveyed messages to appropriate personnel.
* Answered calls on a multi-line telephone system to direct callers, provide information and make appointments.
* Collated and prepared proposals and documents required for regulatory processes.
* Supported team and customer meetings by organizing the documentation and presentation necessary for smooth functioning of conferences.

Education

Foundation Course in Project Management Dec 2020

University of Toronto – Toronto, Canada

Bachelor of Science (B.Sc H&HA), Hospitality and Hotel Administration April 2019

Institute of Hotel Management Catering Technology and Applied ‐ Chennai, India

High School Diploma Apr 2015

Abacus Montessori school ‐ Chennai, India

Extra Curricular Activities:

Environmental Support, Abacus Montessori School, Jan 2013 ‐ Jan 2015 India

* Participated in clean-up activities of local beaches.

Volunteering:

Mentor/Teacher, Jun 2018 India

* Motivated participants by drawing on personal experiences and connecting them to community resources.
* Shared learning and practices leading to personal improvement and acquisition of life skills.