

# Timothy Molga

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## SUMMARY

Experienced and professional individual with involvement in customer-facing businesses and a propensity for managing people and projects. Passionate with analyzing and producing solutions to problems through established or creative means.

## EXPERIENCE

<b>Quality Assurance, Case Manager</b> <b>Dynamic Functional Solutions Inc.</b>	<b>2015 - 2019, Mississauga, Ontario</b>
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- Managed customer files and claims.
- Review a large volume of medical reports for continuity, accuracy, spelling, grammar and compliance with Statutory Accident Benefits Schedule (SABS) and recent arbitration decisions.
- Liaise with a wide range of professionals on a daily basis including medical doctors (orthopaedic surgeons, psychiatrists, general practitioners etc.), legal representatives, insurance adjusters, and case managers.
- Respond to clients and healthcare professionals' queries in a timely and professional manner.
- Understand and execute current Service Level Agreements (SLA's) as well as internal objectives to ensure clients, evaluators and secondary service providers receive a high level of service.
- Mentored new employees with regards to the Quality Assurance process.

<b>Clerk/Supervisor</b> <b>Highland Farms</b>	<b>2010-2015, Mississauga, Ontario</b>
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- Demonstrated the ability to build positive relationships and rapport with customers by obtaining repeat business.
- Secured customer loyalty by personally answering questions or dealing with complaints.
- Ensured a high level of customer satisfaction, by providing customers with prompt, courteous and professional service.
- Performed minor tasks involving management and supervision of employees.
- Kept track of and maintained organization of overstocked products.

## PROJECTS

### Capstone Project - Keep It Local

- Planning, designing, and developing a website from scratch for an online farmer's market.
- Developed website based on collaboration with client requests and development team.
- Maintained communication and discussion with client regarding the progress of the project, features, and feedback.

## EDUCATION

**College Diploma in Computer Systems Technology - Systems Analyst**  
Sheridan College • Brampton, Ontario • 2019

**Bachelor of Arts in Psychology**  
York University • Toronto, Ontario • 2015

## COURSEWORK

### Capstone

Computer Science • Teamwork  
Coordinating system planning and coding with a small group of people.

### Technical Communication

Business • Writing for a business setting  
Writing technical documents to describe a business problem with a proposed solution.

### Systems Development Methodologies

Computer Science • Technical analysis  
Analyzing business systems/problems and producing easy to understand technical diagrams.

## SKILLS

Management, Customer Service, Problem Solving, Analysis, Computers, Writing, Teamwork, Telephony