

Aileen Nicole Alapan

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(647)225-7599

Work Experience

Administrative Associate

Risman Zysman Inc. - Toronto, ON

June 2016 to January 2020

- Answered incoming calls in a timely manner
- Managed appointments of the trustee, staff and counselors
- Administered all incoming correspondence including entering proofs of claims
- Responded to creditor and client requests
- Received cash payments and issues receipts
- Took information and inputted documents for new clients
- Performed all-around administrative duties

Customer Service Representative

Money Mart - Scarborough, ON

March 2015 to August 2016

- Functioned a diverse range of teller services, serving an average of sixty clients on daily basis
- Worked within a team environment tasked at providing efficient customer service excellence
- Provided customized teller service to customers based on their needs and desires
- Performed Debt collection and set up appointments with clients for their payment plans
- Multitasked and contacted various individuals and departments within the company

Sample Entry Technician

Maxxam Analytics - Mississauga, ON

January 2013 to February 2015

- Entered client orders in a timely manner and priority sequence according to the Chain of Custody.
- Processed necessary paperwork and project management notification.
- Accurately entered information of in-house projects including, but not limited, to test codes, parameters and project references through the Laboratory Information Management System (LIMS), effectively reducing team's error rate and company losses.
- Efficiently investigated and resolved outstanding issues through departmental and lab collaboration.

Education

Health Informatics Technology

Centennial College – Scarborough, ON

January 2020 - Present

Bachelor of Science in Nursing

World Citi Colleges – Quezon City

2009 to 2011

Bachelor of Science in Nursing

Trinity University of Asia – Quezon City

2007 to 2009

Skills

Microsoft Office, Data Entry, Teamwork, Team Player, Time Management, Training, Office Administration, Organization, Problem Solving, Sales, Keyboarding, Customer Service, Payroll, QuickBooks