Professional profile

A highly motivated, energetic resourceful employee with extensive Customer service experience, over 8 years in customer service Experienced in different sectors of marketing activities, customer service, event planning and administrative duties.. Passionate about creating new efficiency tools ways of helping teams grow and achieve their goals. Able to make connections between technology and business issues. Build and nurture strong relationships with clients and peers through networking events and interpersonal skills.

Objective

Currently seeking a challenging new position that helps me create positive impact on the team, that builds on existing skills and experience, while providing opportunities. Exploring opportunities in a senior role, seeking a challenging position that would provide me with different business exposure and further career growth where I can effectively contribute and capitalize on my innovative leadership, personal integrity and passion for excellence to enable the organization to achieve sustainable competitive advantage.

Or this

Objective ( Leadership should be remove….? Different business exposure …. Should it be different exposure ?

As I am building on my existing skills and experience . I am seeking a challenging new position that can put me in position to contribute to a team in a positive and impacful way. I am looking to explore my opportunities in a senior role that would provide me with different business exposure and further career growth. I am confident that my leadership style or work ethic , personal integrity and passion for excellence will be an invaluable asset for the organization’s pursuit’s to achieve a sustainable competitive advantage.

Efficiency

Committed towards implementation of the organization plans in line with objectives, resourcing targets as well as EDC current and future strategy

Teamwork & coordination

Effectively create team networking activities, guide daily tasks and initiative that the team is involved in. I am very Keen on leading continuous enhancement in work process and team performance.

Personal Skills

* Excellent Oral and Written communication in English and French (Bilingual)
* Enjoy working in a team environment but also skilled to work on an individual basis
* Punctual, responsible well organized , hard worker, takes initiative and demonstrates integrity
* Reliable and honest
* Able to assimilate information, anticipates problems, perform routine problem resolution and able to work under pressure
* Ability to work effectively as part of the team and follow instructions accurately
* Ability to fallow , apply directives as part of a team and have strong interpersonal Skills
* Ability to take attention to details and provide solution with good judgement
* Knowledgeable with MICROSOFT WORD, EXCEL, OUTLOOK & POWERPOINT
* Successfully acquired customer service and computer skills
* Change Management and Conflict Resolution
* Strategic and Analytical Thinking
* Client Database Management
* Budget Forecasting
* Project Management
* Operational Excellence

Projects involved

**Created BDC/EDC cards for prospects** : worked on a template that we developed into cards for AMS when they are prospecting. These cards had a message both written in both official languages with the intent to provide it to any prospects when they go to door to door. This is really sufficient as the prospect has the details contacts of the EDC or the BDC emails/phone credentials.

**Implemented a new JDI** : New procedure for submitting expenses . This JDI was to standardize the Quebec region expenses submissions process as well as to improve the efficiency and time spend around completing expense accounts. This JDI has helped answer all types of questions related to expenses and it has created more capacity to the administrator.

Career summary

**EDC**

**Administrator -Quebec Region**

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| **Montreal**  **June 2015- Present** | |  |  | | --- | --- | |  |  |  * Contribute and review the budget for the districts * Organize VP and District managers agendas * Assist teams in managing the workflow by updating activity reports, routing information to the appropriate individuals and conducting regular fallow ups to ensure deadlines and commitments are met * Coordinate meetings and manage the visitors at the office * Organize and secure meeting rooms by arranging logistical requirements, preparing and circulating the agenda, taking minutes and conducting any fallow up on agreed up actions stemming from the meeting * Prepare various documents and presentations for the region * Coordinate regional corporate events, Regional Quarterly meetings, LTE, Montreal conference , ERT, Year end partner receptions, Board of Quebec 2016 * Submit expenses for the Quebec region * Deal with issue related to the office that can impact the Quebec regional offices * Maintain the BCP plan or any other required office or corporate procedures documents * Manage the EDC Contact Quebec Mailbox and answer clients inquiries * Member of the Health & Safety Committee * Lead in organizing activities for community service day for the Montreal , W Brossard & Quebec offices * Organized the charitable campaign for the Quebec Region in 2017 * Implemented a CI for expense submission in 2017 * Organizing team bonding activities for the Quebec region * Secure contracts and Negotiate rates for potentials rooms for training sessions * Resolve any IT issues in the offices * Assist and coordinate interviews in Montreal offices * Assist marketing in various projects * Assist and coordinate along with the DM in the opening of the Brossard office * Providing coaching to new employee Onboarding training * Nominee for the Diversity & inclusion Certificate 2016 * Recognition for organizing the Quebec regional offsite -Award 2016 * Recognition for organizing regional events -Award 2017 * Recognition for helping on the opening of the Brossard office 2016 * Recognition for implementing the CI for expenses submissions -Award 2017 |
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**Coordinator FAIRMONT CHATEAU LAURIER**

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| **Ottawa**  **June 2010 – 2015** |  | **Achievements:**   * Able to manage administrative assistant duties such as organizing files , deliver messages booking conferences and meeting as well as managing phones lines * Managing large room reservations requests * Providing excellent customer service externally and internally * Manage and respond to clients requests and inquiries * Monitor hotel alarm system to ensure secure conditions are maintained * Knowledge of OPERA-PMS, MITEL & DASHBOARD * Providing training to new employees * Recognition for providing excellent client services 2014 |

**Representative MINISTRY OF TRANSPORTATION TEMP**

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| **Ottawa**  **October 2014 – 2015** |  | **Achievements:**   * Provide Traffic updates to media outlets and communicate with the OPP * Monitor the Highway Videos cameras Systems and record road reports * Communicate with the emergency service to manage highway incidents * Update message signs to manage incidents on the highway * Prepare summary reports of roads and weather conditions, winter maintenance operations, incidents and occurrences |

**Program Administrator CANADA SCHOOL OF PUBLIC SERVICES**

**Ottawa**

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| **May 2013- June 2014** |  | **Achievements:**   * Provided general administration information to learners * Provided programs and course information and advice to applicants * Respond to emails & Fax * Attend daily meeting regarding updated information and procedures to fallow * Register learners to courses * Assisting learners on how to launch a course and provided on how to navigate the website * Collect and analyze information and data for annual reports * Knowledge of ILMS, GCDOCS, HAD |
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**Placement Recruiter GOVERNMENT STAFFING AGENCY**

**Ottawa**

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| **Feb 2013- April 2014** |  | **Achievements:**   * Identify new opportunities for placement * Worked effectively and positively and manage the relationship with both clients and candidates * Managing incoming resumes * Contract negation with client and employees * Conduct reference check * Complete 10 or more candidate interview per week * Account management experience in HR |

**Representative ELECTION CANADA TEMP**

**Ottawa**

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| **April 2011** |  | **Achievements:**   * Data entry clerk * Answer customers inquires regarding the elections * Verifying data entered by checking printout for errors and correcting as required |
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**Associate BELL**

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| **Ottawa**  **April 2010-Nov 2010**  **Associate**     |  |  | | --- | --- | | **Ottawa**  **Jan 2009-July 2010** | **Achievements:**   * Providing coaching and technical support to clients * Promote bell products * Analyze and review contracts * Respond customers requests * Offer appropriate solutions to clients * Analyze and review contracts * Respond customers requests * Offer appropriate solutions to clients | | **Achievements:**   * Providing coaching and technical support to clients * Promote bell products * Analyze and review contracts * Respond customers requests * Offer appropriate solutions to clients   **XENTEL DM**   * Fundrasing for all types of charities * Helping clients and resolving issues * Sales |
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Education and qualifications

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| **Bachelor:** | University of Ottawa  Bachelor in Criminology with a minor in social services 2012 |

Key skills

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| **Languages:** | French  English  Kinyarwanda |
| **IT:** | Microsoft Office; Windows, Excel, PowerPoint, MS project 2016 |

Interests and activities

Health & wellness, dancing, reading, event planner, running, swimming and Volley-ball.

References are available on request

To whom it may concern;

In response to your job posting, I hereby enclose my resume for your consideration as I wish to explore my employment opportunities with your organization. I am pleased to submit my resume as your job requirements are in direct correlation with my career interests, qualifications and work experience.

Through my previous experiences in administration-related duties in office settings, I have been able to gain a great amount of hands-on experience in general office administration, and subsequently I am confident in my ability to become a central member of your organization. I have gained strong skills and experience in the set-up and synchronization of administrative policies and events for officials, staff, and boards of directors, evaluating incoming and outgoing memos, as well as preparing and submitting synopsis briefs and reports to executives, management, and boards of directors. In addition, I am very skilled in preparing agendas, conducting research, accumulating data, and arranging documents for consideration by and presentation to higher management.

Contributing to the overall efficiency of an organization is a high priority because I take pride in my work. Supervisors have found me to be a detail-oriented, meticulous and friendly individual with proficient interpersonal and organizational skills. Through my past experience in customer service environments, I have learned the importance of effective communication when interacting with customers, as well as with management and colleagues. I can quickly adapt to a new environment and I have maintained and excelled at practical skills and experiences that can easily be transferred to a fresh work environment.

I am confident that I would be a positive addition to team and I look forward to the opportunity to further discuss my qualifications and your needs. I thank you in advance for your consideration and hope to hear from you soon.

Sincerely,

Mireille Mukazi

JOBS I’m applying especially the Account coordinator I have good chance maybe

**Account Coordinator, Broker Channel Team-0002AF**

**Description**

**Team Overview**

The Broker Channel Team is looking for an energetic, self-motivated, adaptable and resourceful Account Coordinator who will be supporting a team of Broker Account Managers working with commercial insurance brokers. Reporting to the Regional Vice-President, Broker Channel, the Account Coordinator will be responsible for sales, business transactions and broker relationship management support, research, business reporting as well as some general office administration. The Account Coordinator is expected to contribute to the team’s overall success and effectiveness in the delivery of partnership experience and  business proposition of highest level to brokers and to actively contribute to further developing an environment of operational excellence within the team.

**Discipline Summary**

* Supports channel sales operations by providing various system support activities as a generalist or in a combination of disciplines in the Administrative Services Function
* Provides administrative support such as arranging business travel, tracking attendance and coordinating meeting arrangements
* Uses business software applications to prepare correspondence, reports, presentations, agendas, minutes, or perform data entry
* Maintains and administers data quality
* Identifies, enhances and follows specific processes and procedures to maximize the efficiencies of office work flows to which the support is being provided

**Key Responsibilities**

* Manages team’s inbound requests, triaging and resolving general inquiries
* Provides transaction support by managing sales pipeline and contact data in multiple software applications
* Solves problems and initiates improvements to team standards and processes
* Liaises with various internal teams to increase collaboration and share best practices
* Conducts research for Partner Account Managers on brokerage firms, clients and market trends
* Supports Partner Account Managers with planning, preparation, delivery and post activities relating to transactions, sales and business development, broker onboarding and training as well as market representations
* Maintains the governance standards and manages the team’s internal and external web sites
* Provides business and administrative support to the larger Partner Channel & Business Development Operations Group

**Qualifications**

**Screening criteria**

* Completion of secondary school
* Minimum 3 years of experience in administrative field with exceptional customer service
* Strong knowledge in the operation of computer applications (e.g. Word, Excel, Outlook and other related programs) and ability to work with computer-based applications (client management systems, etc)
* Strong written and spoken communication skills in English and French

**Assets**

* Undergraduate degree in Business Administration or related relevant discipline
* Experience in managing customer relations
* Experience in business analytics and reporting

Prior experience working in a commercial insurance brokerage firm or insurance company

2nd ond I’ll apply but I have more chance with the 1st pme

**Associate, Sales Operations-0002AL**

**Team & Job Overview**

As EDC aims to be the leader in helping all Canadian exporters go, grow and succeed internationally, the BD Operations team strives to maximize the performance of our sales teams by arming them with the skills, insights and tools they need to succeed. As part of the business development group, the sales operations team is seeking an individual contributor to enhance the capacity of its sales analytics capacity and capability in an effort to allow business development teams to make faster, smarter and well informed decisions as it relates to sales operations.

As a Associate Analyst, you will be responsible for the generation and ongoing maintenance of business development metrics and performance scorecards. While working with the Lead, Sales Operations the incumbent will also strive to create new analytical tools and systems that will provide valuable insights to our business development leaders that will shape critical decisions to guide our business development practices going forward.

**Discipline Summary**

* Provides operational support to Business Development management and representatives;
* Provides reporting and analysis to support the operational efficiency and effectiveness of Business Development teams;
* Participates in development of reporting metrics, measures and standards;
* Ensures discipline around data integrity;
* Identifies opportunities for improvement, solves problems, participates in ongoing CI alignment initiatives;
* Contributes to ad hoc projects related to process and other improvements.

**Key Responsibilities**

* Generates Business Performance Reports and Measurement Dashboards;
* Participates in project teams charged with redeveloping or enhancing business processes that effect business development;
* Supports the development of new measurement and reporting techniques;
* Communicating business results and implications of those to various teams and individuals;
* Supports the development of new or innovative sales and account management practices.

**Qualifications**

**Screening Criteria**

* Minimum 2 years' relevant experience in sales operations, or related experience
* Basic knowledge of sales operations principles and practices
* Good communication skills, both written and verbal
* Advanced level in Excel

**Assets**

* Experience using PowerBI & Tableau data visualization software and Oracle Business Intelligence

Bilingual in both official languages (French and English)