**Orville H. Smith**

Toronto, ON • [smithorv777@gmai.com](mailto:smithorv777@gmai.com) • 437-779-8935 • LinkedIn

|  |  |
| --- | --- |
| Qualifications Summary |  |
|  |

Dynamic and detail-oriented professional with wealth of knowledge and experience in customer service, tax filings, and project management. Highly motivated to excel as Rotational Analyst.

* **Investment Management:** Well-developed ability to provide exposure to investment analysis and portfolio management strategies. Researched market and provided insight to senior management, enabling decision-making process.
* **Project Management:** Highly proficient in taking on projects and following them through from initiation to completion. Excel within strict deadlines and manage several tasks at once through exceptional multi-tasking strengths. Adept in reporting, data entry, analysis, and research.
* **Business Leadership:** Work tirelessly to meet competitive company goals while upholding high standards of quality. Ensure due diligence when investigating information and maintain an updated knowledge on industry trends. Comply with all company, state, and federal regulations.
* **Additional Key Skills:** Fast-learner open and willing to learn new techniques and methods of business. Knowledgeable about insurance, claims processes, and evaluating eligibility. Skilled in strategic planning, issue resolution, and overcoming business challenges through critical-thinking.

|  |  |
| --- | --- |
| Educational Background |  |
|  |

**Master of Finance,** Wilfrid Laurier University, Waterloo, ON (earned 6/2020)

**Master of Business Administration,** Wilfrid Laurier University, Waterloo, ON (earned 6/2020)

**Bachelor of Arts, Psychology,** University of Windsor, Windsor, ON, Waterloo

*Candidate, CFA Level II*

*Certified, CFA Level I*

|  |  |
| --- | --- |
| Professional Experience |  |
|  |

SERVICE CANADA, Toronto, ON

**Payment Service Analyst** (2006 - Present)

Utilize a strong understanding of policy terms and guidelines while evaluating client eligibility for benefits. Clearly relay features of each employment insurance policy and illustrate client rights so customers can make informed decisions. Proficiently manage a fluid pipeline of incoming insurance requests by answering up to 50 calls and verifying patient information.

*Additional Key Contributions:*

* Navigate complex government software to streamline decisions during eligibility screenings.
* Provide explanations regarding the Employment Insurance Act 2016 in simple terms for those on all levels of understanding; serve as a reliable source of accurate information for customers.
* Develop strong networks and build relationships with insurance carriers for optimized workflows.

Additional Work Experience: **Client Services Agent** at Canada Customers & Revenue Agency (1 year)

Volunteer Experience: **Community Youth Mentor**, **President & CEO / Board of Directors / Columnist** at the University of Windsor Students’ Alliance, Inc.