**ORVILLE H. SMITH**

**Toronto, ON.**

**(437)-779-8935** [smithorv777@gmail.com](mailto:smithorv777@gmail.com)

# **RBC Leadership Development Program**

**CAREER PROFILE**

Versatile and analytic in thought and process. I am an eager learner with a talent for deriving conclusions based on solid research with information provided from varied sources. Ability to analyze large amounts of data and to forecast based on previous reporting periods. Experienced in leadership and building relationships with both clients and stakeholders. Commended for excellent communication and people skills in professional and recreational settings. Driven; with a desire to continuously learn.

**EDUCATION**

**MASTER OF FINANCE (to be completed in June 2020) 2015 - 2020**

WILFRID LAURIER UNIVERSITY. Waterloo, ON.

**MASTER OF BUSINESS ADMINISTRATION (to be completed in June 2020)**  **2015 - 2020**

WILFRID LAURIER UNIVERSITY. Waterloo, ON.

**Candidate, CFA LEVEL II Dec. 2020**

**Passed, CFA LEVEL I 2017**

**BACHELOR OF ARTS IN PSYCHOLOGY**

UNIVERSITY OF WINDSOR, Windsor, ON.

**CORE COMPETENCIES**

|  |  |  |
| --- | --- | --- |
| * Strategic and critical thinking | * Creative problem solver | * Thrive in a fast-paced, changing environment |
| * Leadership | * Research and analysis | * Solution focused |
| * Reporting | * Working collaboratively | * Flexible and proactive |

**EMPLOYMENT EXPERIENCE**

**PAYMENT SERVICE ANALYST 2006 - Present**

SERVICE CANADA, Toronto, ON.

* Analyze and make determinations about Employment Insurance compensation by applying policies and legislation to individual claims
* Manage an average of 50 calls daily from Employment Insurance claimants ensuring accurate information is available or obtained when a person makes a claim for benefits
* Advise clients of their rights and obligations ensuring this information is disseminated with accuracy
* Calculate client eligibility for Employment Insurance benefits using proprietary government software

**ORVILLE H. SMITH**

**Toronto, ON.**

**(437)-779-8935** [smithorv777@gmail.com](mailto:smithorv777@gmail.com)

**PAYMENT SERVICE ANALYST (continued)**

* Translate the tenets of the Employment Insurance Act 2016 into common language for claimants
* Ensuring that Employment Insurance legislation is enforced

**CLIENT SERVICES AGENT** **(Part-time)** **2003 - 2004**

CANADA CUSTOMS & REVENUE AGENCY, Toronto, ON.

* Provided explanations and clarifications to clients concerning the filing and processing of various tax returns.
* Explained the application process and helped to process various programs administered by the CRA such as the Goods and Services and Canada Child Tax Benefits.
* Analyzed information concerning adjustments to tax returns.
* Completed and processed all necessary forms and registrations.

**VOLUNTEER ACTIVITIES**

**COMMUNITY YOUTH MENTOR**, North York, ON.

* Youth Mentor for at risk young men
* President of the Youth empowerment council

UNIVERSITY OF WINDSOR STUDENTS' ALLIANCE INC., Windsor, ON.

**PRESIDENT & CHIEF EXECUTIVE OFFICER**

* Presented student issues and concerns to the University's Senate and Board of Governors.

**CHAIRMAN, BOARD OF DIRECTORS**

* Overhauled operational and social policy manuals for the efficient operation of the Student Centre facility.

**RADIO COLUMNIST**, Student Affairs, Canadian Broadcasting Corporation, Windsor.

* Set Corporation's budget in consultation with the University’s Vice-President, Finance.

**REFERENCES AVAILABLE UPON REQUEST**