

## **BORIS TVRTKOVIC**

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### **EDUCATION**

#### **Advanced Diploma**

September 2011-April 2014

*Sheridan Institute of Technology and Advanced Learning, Mississauga, ON*

- **Business Administration – Human Resource Management**
- Relevant Courses: Employment Law, Occupational Health and Safety, Payroll, Compensation, Recruitment and Selection, Human Resources Information Systems

### **CORE QUALIFICATIONS**

- Proficient in Microsoft Excel, Microsoft Access, Microsoft Word, Microsoft Publisher and Microsoft PowerPoint and SAP.
- Experienced working with Oracle PeopleSoft, including creating new hire reports as well as updating reports on promotion, salary changes, termination and leave of absences
- Exceptionally organized and able to maintain an organized filing system
- Well-versed in the labor compliance requirements for provincial and federal agencies
- High-impact communicator effectively presenting and conveying information with team members, and senior executives
- Able to work as a valued member of a team or independently
- Comfortable working with all levels of management

### **WORK EXPERIENCE**

#### **Royal Bank of Canada (RBC)**

March 2018-September 2018

Payroll Analyst/ Tax Remittance Officer, Mississauga, ON

- Responsible for tax recovery process, identification and resolution of issues and efficiency improvements
- Assist Manager with year-end tasks related to the annual tax slip preparation, including notifications, reminders, manual workbench adjustments and tracking and vetting incoming year end files.
- Responsible for review and update to applicable expatriate tax slips to ensure they meet CRA guidelines.
- Quarterly review of CRA/MRQ waivers on file to ensure accuracy and compliance.
- Responsible for tax form amendments throughout the year, including investigation and preparation of amendment for creation by Reconciliation group.
- Tracks incoming Status Indian Tax Exemption documentation for annual review & prepares any manual tax slip adjustments for year end.
- Ensure payroll control reconciliation is completed on a timely basis & signed off.
- Investigates discrepancies for root cause, develops resolution or escalates to IT support where necessary

**Cineplex Odeon Theatres**

May 2009 – Present

Customer Service Representative/ Supervisor, Mississauga, ON

- Provide exceptional customer service experiences to all internal and external customers, maintaining established service levels with the Customer Service Centre.
- Assisted in training new hires to effectively meet customer and business demands
- Answered customer queries while addressing and mitigated customer grievances
- Member of the Health and Safety Committee, ensuring all policies and Health and Safety practices are adhered to by employees
- Certified First Aid, CPR and AED Defibrillator
- Responsible to ensure all tasks given to staff were completed on time and to the required standard
- Operated cash registers using POS system receiving and processing funds and scanning and packing merchandise
- Kept daily activity log including records of returns and customer issues
- Strictly adhere to all cash handling standards; performs other related duties as assigned.

**City of Mississauga**

August 2017- March 2018

Parks and Forestry Temp Mississauga, ON

- Turf maintenance, including mowing, trimming, aeration, fertilization and fall renovation activities and lead turf crews where applicable.
- Planting, weeding and maintenance of annual and perennial beds, shrubs and other horticultural displays.
- Litter picking and garbage/recycling collection and disposal in parks City-wide.
- Sports field maintenance including lining, gilling, turf cutting, fall renovations and various amenity repairs to City sports field assets.
- Assist staff in the inspection, cleaning and repair of park amenities such as playgrounds, splash pads and picnic shelters, provide assistance for the delivery, set up, takedown, clean-up and ongoing support for community and special events.
- Supervision of summer students and delegating various tasks and assignments
- Other duties as assigned.

**City of Mississauga**

September 2009- July 2011

Swim Instructor, lifeguard and Customer Service Representative Mississauga, ON

- Worked as a Customer Service Representative, dealing with information requests, registration fees, and guest complaints
- Proficient in the use of computer applications such as Microsoft Word, Excel and CLASS.
- Designed lesson plans for weekly instructional classes
- Provide administrative support to the operation including tasks (i.e. maintaining and monitoring the registration waitlist file, processing and monitoring cancellation/refund requests and tentative hold list and completing filing daily).
- Worked as a team member while guarding various swims
- Employed leadership and organization skills in assisting on guard swims and while instructing

- Certified in First Aid, CPR, and AED Defibrillator
- Process program registrations and facility booking requests received via internal/external mail, fax or in-person.
- Provide administrative support to the operation including tasks (i.e. maintaining and monitoring the registration waitlist file, processing and monitoring cancellation/refund requests and tentative hold list and completing filing daily).
- Liaise with internal staff to resolve customer service issues.

**References Available Upon Request**

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