

Christine Bilinski

Haldimand-Norfolk, ON

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Professional Summary

Reliable and detail-oriented Administrative Assistant with experience supporting office operations, customer service, bookkeeping, and reporting. Recently upskilled in data analytics through the University of Toronto's Data Analytics Bootcamp (99.7% final grade), gaining hands-on expertise in Python, SQL, Excel, and data visualization tools. Adept at handling confidential information, managing client interactions, payroll, and creating data-driven reports to improve workflows and decision-making. Highly adaptable with a strong ability to quickly learn new platforms and contribute to team success.

Core Competencies

- Administrative Support & Coordination
 - Client & Customer Service
 - Payroll Compliance & Financial Recordkeeping
 - Data Analysis & Reporting (Excel, SQL, Power BI)
 - Microsoft Office Suite (Word, Excel, Outlook, PowerPoint)
 - Scheduling, Calendar & Supply Chain Management
 - Python (Pandas, NumPy), Machine Learning Basics
 - Data Visualization (Power BI, Tableau)
 - Confidential Recordkeeping & Document Handling
 - Communication, Problem Solving & Workflow Optimization
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Professional Experience

Administrative Assistant / Receptionist

Haldimand-Norfolk REACH – Townsend, ON

Mar 2022 – Aug 2024

- Provided frontline administrative support to Family Early Intervention and Youth Services programs, ensuring seamless operations.
- Coordinated appointment scheduling, client intake, and documentation preparation in a timely and confidential manner.

- Maintained accurate statistical data and program reports used for internal planning and funding proposals.
- Created, distributed, and analyzed feedback surveys to improve service delivery and program impact.
- Managed reception desk, including multi-line phone systems, greeting visitors, and routing inquiries appropriately.
- Oversaw supply ordering and inventory for the department, liaising with vendors and internal teams.
- Tools Used: MS Excel, Outlook, Data Reporting, Client Services, Program Support, Scheduling

Bookkeeper / Payroll Assistant

Disbrowe Chevrolet Buick GMC Cadillac Ltd – St. Thomas, ON

2007 – 2009

- Processed payroll for hourly, salaried, and commissioned employees with accuracy and timeliness.
- Calculated and submitted government remittances including CPP, EI, WSIB, and employer contributions.
- Assisted in preparing year-end T4s and reconciliations for audits and internal reviews.
- Posted payroll and financial data to the general ledger using Excel and internal systems.
- Collaborated with HR to verify employment records, benefits, and compensation changes.
- Skills Used: Payroll Compliance, Excel, Financial Reconciliation, Timekeeping Systems

Mid Office Support

Scotiabank – Fort McMurray, AB

2006 – 2007

- Handled daily ATM reconciliation and coordinated maintenance requests for financial equipment.
- Maintained and tracked access logs for safety deposit boxes and client transactions.
- Balanced branch records and prepared end-of-day reports to ensure financial accuracy and compliance.
- Skills Used: Customer Service, Recordkeeping, Problem-Solving, MS Office, Branch Support

Accounting Assistant / Customer Service Representative / Accounts Payable Clerk

Jones Packaging Inc. – London, ON

1999 – 2003

- Performed high-volume data entry and maintained accurate financial records for bank reconciliations and account postings.
 - Processed client orders, coordinated order fulfillment, managed shipping logistics, and supported urgent customer requests.
 - Created detailed spreadsheets for financial analysis, supported internal audits, and maintained ledger cross-checking.
 - Processed pharmaceutical supply orders with high accuracy and speed while liaising with production teams.
 - Skills Used: Excel, Data Entry, Financial Reconciliation, Client Services, Deadline Management
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Data Analytics Projects & Training

University of Toronto Data Analytics Bootcamp

Certificate Completed: February 2025 | Final Grade: 99.7%

- **Customer Segmentation Project:** Used Python (K-Means clustering) to uncover behavioral segments in customer data to inform marketing strategies.
 - **Fraud Detection Project:** Developed machine learning models (Random Forest, XGBoost) to classify fraudulent transactions, contributing feature engineering and model evaluation.
 - **Dashboard Development:** Assisted in building interactive Power BI dashboards, contributing to layout planning, data cleaning, and visual storytelling using KPIs and slicers.
 - Key Tools: Python (Pandas, Scikit-learn), SQL, Tableau, Power BI, Excel
 - Known for quickly learning new platforms and applying emerging technologies to real-world business challenges.
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Education

Certificate in Data Analytics

University of Toronto – 2025

Certificate in Office Administration

Fanshawe College
