**Greg Kuzmich**

647-378-0998

[gregkuzmich@gmail.com](mailto:gregkuzmich@gmail.com)

www.linkedin.com/in/gregory-kuzmich-14760580/

Senior Operations Specialist

February 24th, 2020

I am looking for an opportunity to fulfill the duties of Communications and Operations Program Control Officer. I am currently working for Scotia iTRADE as a Senior Operations Representative and I believe my writing, customer service and operations experience for Scotiabank will allow me to excel in the Program Control Officer role. My current responsibilities include operational analysis of banking procedures with extensive internal client experience. I have also worked on a number of writing projects for Scotiabank including standard operating procedures, employee guides and various internal communications projects. I believe my ability to distill complex financial procedures along with my customer service skills will allow me to succeed in this role and contribute to Royal Bank’s continued operational success. I would love the opportunity to discuss this role by phone, email or in person. Feel free to reach out to me at 647-378-0998 or by email at gregkuzmich@gmail.com.

Sincerely,

Greg Kuzmich

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Senior Operations Specialist

* Responding to a diverse set of daily operational requests and inquiries.
* Creating and editing intranet content and operational guidelines for a broad range of internal employees.
* Adhering to all legal guidelines and frameworks for financial processing and requests.
* Proficient in HTML5, CSS, jQuery, JavaScript.
* Refined relationship-building skills and collaboration with a variety of departments and internal stakeholders.

**Education**

* **Ryerson University Bachelor of Arts – Political Science**
* **HackerYou Web Development Fundamentals & Advanced Web Development**
* **HackerYou JavaScript Fundamentals and Advanced JavaScript**

**Professional Experience**

Senior Operations Representative

Scotia iTRADE 2013 – Present

* Addressing over 50 service inquiries per day by both phone and email.
* Maintaining a less than 2% monthly error rate for all operational requests as well as adhering to all Key Performance Indicators for daily operations reporting.
* Working independently with a number of departments to find solutions for both customer service representatives and clients. Established relationships with representatives in customer service, sales, registered products and settlements departments.
* Developing VBA macros to assist in the filtering and analysis of departmental reports.
* Investigating escalations related to transfer delays or errors on behalf of managers.
* Prepare, scan, mail and organize documents for all operations procedures.
* Assisting the Scotia iTRADE Marketing Department with campaigns and event management.
* Creating Scotia iTRADE operational guidelines and intranet content for a variety of operational departments.
* Utilizing Microsoft Office products such as Word, Access, Excel and PowerPoint on daily basis.
* Working with the Employee Experience Committee to develop better processes and engagement within various operations departments.

**Writing Experience**

Greater Toronto Hockey League 2017

* Writing articles and blog posts covering stories on players and coaches from around the GTHL.
* Editing content for the website.
* Interviewing players and coaches for information regarding their playing career and the future of minor hockey within Toronto.

Ukrainian War Amps 2018 – Present

* Updating web content and providing stories for the UWA website via WordPress.
* Assisting with content creation for social media.
* Updating donor information and stories related to soldiers helped by the UWA.
* Interviewing various stakeholders involved with the organization and news sources abroad.

**Certificates**

* Google Analytics Beginner Certificate
* Copywriting That Sells Course at University of Toronto
* HackerYou Web Development Fundamentals & Advanced Web Development
* HackerYou JavaScript Fundamentals and Advanced JavaScript