

# Kim Edrian Binasoy

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## WORK EXPERIENCE

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### Quadreal Property Group / Paragon Security

April 2019 – Present

*Property Ambassador / Senior Concierge*

*Toronto, ON*

- Property ambassadors act as the front-facing representative of the management and ensure that the tenants are fully satisfied with the building services. My core responsibilities are as follows:
  - Provide solutions to day-to-day inquiries, be it in-person or by phone call.
  - Construct professional grade e-mails and letters to be sent out to concerned parties
  - Adeptly receive phone calls and solves the problem at hand, or delegates it to a more capable section.
  - Program access card clearances by using the Security Software installed on the work pc, creates and updates the templates and makes necessary changes
- As the senior concierge, I oversee and evaluate the training and work efficiency of the team. During this time, I have thoroughly accomplished the following:
  - Trained various new hires of different personalities and ages by conveying easy to follow instructions, so that the team would be able to function in the shortest possible amount of time.
  - Documented and responded to any irregularities observed on-shift, and reported it to the appropriate parties, such as the Security Team

### Teleperformance

Jan 2019 – Mar 2019

*Financial Advisor/ Customer Service Representative*

*Toronto, ON*

- Conduct system targeted calls, and informs existing clients of any outstanding offers they may have.
- Interview clients and suggests tailored solutions that will fit according to their needs. Most common example would be, providing information on available credit cards that will be more beneficial to their lifestyle
- Acts with full security and privacy in mind in compliance to the criteria of the financial world.

### Local Family Computer Shop

Jan 2015 - Sep 2017

*Owner*

*Lipa City, Philippines*

- Updates and maintains a total of 10 desktop units. Installs hardware components and required software
- Manages the network, via cables and bandwidth allocation, ensuring each desktop has internet access.

## EDUCATION

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### Far Eastern University, Manila

April, 2017

*Bachelor of Science in Medical Technology*

*Manila, Philippines*

- Graduated and passed the National Board Exams for Medical Technologist.
- Licensed as a Registered Medical Technologist (RMT) on the same year.

### Certificates & Accomplishments

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- Google Certified – Technical Support Fundamentals
- ScotiaBank Certified – Sales Training Completion
- Microsoft Certified – Azure Fundamentals
- Registered Medical Technologist

### Skills & Interests

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- **Skills:** Microsoft services: office, outlook and teams, Proficiency in various OS: Linux, Windows, Mac, 80wpm typing speed, Eager to learn and has initiative, Familiar with cloud services like Azure and AWS
- **Interests :** Programming Languages, such as Python, Card Magic, Japanese Language, Website Building.