**MANIZHA RAZBAN AMIN**

**(647) 675-7673**

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**East York, Toronto ON, M4H 1J6**

**SUMMARY OF QUALIFICATIONS**

* More than 3 years experience in IT/Office Administration
* Bachelor’s degree in Computer Science
* Advanced knowledge of Microsoft Office (MS Excel; MS Word; MS Office; MS Outlook), Touch typing and data entry
* Strong interpersonal and teamwork skills
* Co-ordinated office administrative procedures; evaluate, Review and implemented new administrative procedures.
* Worked at the employment Ontario offices and doing mentoring to assist Newcomers
* Excellent verbal and written communication skills with ability to communicate in a professional manner to provide excellent customer/client service
* Problem Solving skills
* Understanding of core computing protocols and operating systems and setting up manual and computerized information filling system.
* Self-motivated, quick learner, ability of helping and support

**PROFESSIONAL COMPETENCIES**

* HTML
* CSS
* JavaScript
* Data Entry Skills
* jQuery
* Jasmin Ajax
* Research Skills

**WORK EXPERIENCE**

**IT/Administrative assistant**

Skills for change Employment Ontario Volunteer **June – August 2019**

* Support office staff on daily basis
* Calendar update and organize meetings
* Welcome and assisted clients in person and over the phone with following: Booking appointment, Answering inquires, assisting clients with their verbal forms, rescheduling their appointments.
* Any administrative work required

**Office Administrations/Reception June – December 2018**

**Office Administrative, Administrative Assistant / IT**  2006 – 2014

Ministry of Foreign Affairs Afghanistan and Afghan embassy in Ankara Turkey

* Scheduled and keep record of appointments, access including emails and phone
* Used internal office system to support any queries including email and phone support
* Directed calls to specific departments and staff.
* Recommended upgrades and changes to customer systems to ensure stability, security, and added functionality
* Used personal/team knowledge and the customer’s engagement model to ensure reasonable attempts to process and close requests directly
* Analyzed, maintained all processes update
* Provided orientation to new colleagues and understanding of staff and community

**EDUCATION AND TRAINING**

* Full Stack Developer at Canadian Business College present
* Diploma in Computer Science 2006

## Completed ELT training for IT & Engineering at Skills for change 2019

## Language: English / Dari