

# HAMZE MOHAMED

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## PROJECT ADMINISTRATOR / COORDINATOR

### *TOTAL DEDICATION IN EXCEEDING EXPECTATIONS IN CHALLENGING ENVIRONMENTS*

Experienced Project Officer with expertise in project planning, execution, and risk management using Agile and Waterfall methodologies. Skilled in project management software and resource management, with a focus on delivering projects on time and within budget. Strong communicator with a track record of building and maintaining relationships with stakeholders. Seeking a challenging role to apply skills and experience in a dynamic project environment.

### KEY SKILLS

- |                               |                          |                             |
|-------------------------------|--------------------------|-----------------------------|
| ✦ Analysis & Problem-Solving  | ✦ Marketing & Design     | ✦ Strategic Thinker         |
| ✦ Budgeting                   | ✦ Mentorship             | ✦ Team Collaboration        |
| ✦ Communication               | ✦ Onboarding             | ✦ Technical Leadership      |
| ✦ Complaint Handling          | ✦ People Management      | ✦ Technical Troubleshooting |
| ✦ Customer Service            | ✦ Phone & Online Support | ✦ Time-Management           |
| ✦ Data Entry                  | ✦ Policy & Procedure     | ✦ User Training — Support   |
| ✦ Delegation & Negotiation    | ✦ Problem Diagnosis      | ✦ Waterfall & Agile         |
| ✦ Employee relations          | ✦ Research & Reporting   | Methodologies               |
| ✦ Issue Analysis & Resolution | ✦ Risk Management        |                             |
| ✦ Logistics & Coordination    | ✦ Software Installs      |                             |

### TECHNOLOGY PROFICIENCIES

- + **Repository:** GitHub; GCDOCS, SharePoint.
- + **Software:** MS Office (Word, Excel, Outlook, PowerPoint, Access); MS (Project, Teams, Power BI); Procura; Wrike; SAP.
- + **Browsers:** Chrome; Safari; Firefox; MS Edge.
- + **Hardware:** PCs, Laptops, Telephone Systems, Printers, Routers, and Modems.
- + **Networking:** VPN/Remote Connectivity,
- + **Platforms:** Windows, Mac.

### PROFESSIONAL EXPERIENCE

#### IMMIGRATION, REFUGEES AND CITIZENSHIP CANADA | OTTAWA

JANUARY 2022 – PRESENT

#### ADMINISTRATIVE OFFICER / AGENT ADMINISTRATIF

- Analyzed document requests and facilitated their timely retrieval by forwarding them to the relevant individuals for processing.
- Collaborated with the Compensation Liaison Office and PeopleSoft to provide employees with comprehensive resources on pay and benefits.
- Collected, reviewed, and submitted employee information for HR actions and security requests, ensuring compliance with privacy legislation.
- Completed project tasks efficiently, consulting with relevant parties to ensure accuracy of information and meeting standards and deadlines.

- Facilitated the seamless onboarding of new employees and provided administrative support to all members of the Journey Labs team.
- Maintained expertise on relevant legislation and made recommendations for exemptions under the Access to Information or Privacy Acts, providing clear rationales to support recommendations.
- Monitored the status of new hires throughout the hiring process, ensuring timely completion of all stages.
- Prioritized work and met deadlines while adhering to compliance procedures.
- Researched and located documents requested by the Access to Information and Privacy (ATIP) program.
- Submitted and tracked IT tickets for technology equipment and software requests.
- Supported new employees and teams throughout the onboarding process to ensure a smooth transition into the organization.
- Tracked employee contracts, including type, duration, position number, and security level, to maintain an accurate and up-to-date tracking system

▼ **FISHERIES AND OCEANS CANADA | OTTAWA**

**AUG. 2021 – JAN. 2022**

**BUSINESS SUPPORT OFFICER/AGENT DE SOUTIEN AUX ENTREPRISES**

- Provided exceptional project administration support to the project manager and analysts, streamlining project operations.
- Coordinated and scheduled cross-Canada meetings and conferences with various committees, ensuring timely and successful completion.
- Analyzed and compiled data, prepared reports, manuals, and correspondence, and provided accurate and relevant information to stakeholders.
- Stayed up-to-date with legislation relevant to each project, ensuring compliance and adhering to best practices.
- Established work priorities, delegated tasks to support staff, and monitored adherence to deadlines and compliance procedures.
- Consistently delivered high-quality project tasks within specified standards and timeframes.
- Prepared comprehensive monthly dashboard submissions to report project progress and objectives.
- Efficiently managed meeting agendas and minutes, ensuring accurate and timely distribution.
- Verified and analyzed data to ensure alignment with project goals and objectives, driving project success.

▼ **ALGONQUIN COLLEGE | OTTAWA**

**JAN. 2020 – APR. 2020**

**PROJECT ADMINISTRATOR (CO-OP)**

- Conducted data analysis and prepared progress reports to provide valuable insights to the project manager and team, ensuring project success.
- Provided comprehensive project administration support to the project manager, contributing to the smooth and timely delivery of project goals and objectives.
- Collaborated effectively with team members on project presentations, fostering teamwork and resulting in successful project outcomes.
- Efficiently scheduled and prepared necessary documents for team meetings, equipping team members with the information and resources needed to achieve project milestones.
- Maintained accurate and organized project records through consistent adherence to data collection and management procedures.
- Offered comprehensive accounting and administrative support to the project manager, ensuring the seamless execution of project tasks, including payment processing, progress billings, and payroll.
- Built positive and productive client relationships through high-quality service and open communication, resulting in client satisfaction and repeat business opportunities.

▼ **BAYSHORE HOME HEALTH | OTTAWA**

**FEB. 2018 – JUL. 2019**

**BILINGUAL INTAKE COORDINATOR**

- Contributed to quality activities and continuous improvement initiatives in line with company standards.

- Developed and implemented a plan to optimize clinical staff productivity, measure progress, and establish priorities.
- Facilitated patient transitions from hospital to home care by providing support and guidance.
- Handled client concerns and complaints, documenting and reporting to supervisor as necessary.
- Maintained high accuracy in data entry and consistently exceeded company performance metrics.
- Managed and coordinated client appointments with appropriate Team Resources to promote consistency of care and coordination of services.
- Monitored multiple intake portals for various document types and maintained accurate records.
- Participated in data integrity and file cleanup projects to maintain accurate records.
- Provided support and training to team members as needed.

## **MILLENNIUM 1 SOLUTIONS | OTTAWA**

**SEPT. 2013 – JUN. 2014**

### **BILINGUAL CUSTOMER SUPPORT / IT HELP DESK**

- Analyzed customer needs and provided informed and professional responses, acting as a primary point of contact.
- Consistently exceeded service level agreements and productivity targets by accurately assessing and responding to customer needs.
- Demonstrated the ability to work independently and collaboratively within a team to support customers and provide technical analysis and troubleshooting.
- Ensured compliance with policies, practices, and procedures while fulfilling customer brand expectations and accurately documenting transactions.
- Maintained accurate customer information and followed established escalation procedures to effectively manage complaints and escalations.
- Managed and resolved inbound customer inquiries related to loyalty program transactions, account maintenance, and Tier 1 online support.
- Proficient in using ticketing systems, such as Zendesk, to effectively manage and resolve customer inquiries.
- Provided exceptional customer service and support, creating positive experiences and building customer confidence.
- Provided technical support and troubleshooting, including uninstall/reinstall of customer applications software and internet browser configuration.
- Stayed up-to-date with program information, business initiatives, corporate products, and processes to provide informed support.

## **EDUCATION**

### **Web Development & Coding Certificate**

**Current**

University of Toronto | Virtual

### **Project Management Graduate Certificate**

**April 2020**

Algonquin College | Ottawa

### **Advanced Diploma in Business Administration**

**December 2018**

Algonquin College | Ottawa