

TEMUULEN TSENGEL

Toronto, ON

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PROFESSIONAL EXPERIENCE

Program Assistant – Rotman Executive Programs

Rotman School of Management, UofT | August 2023 – present

- Coordinated closely with Client Service Managers, participants, and faculty to ensure the successful delivery of both online and in-person programs.
- Assisted administrative staff in processing applications by generating admission letters and invoices.
- Leveraged technology tools and platforms to support online program delivery, troubleshooting any technical issues that arose and providing guidance to participants.
- Managed classroom setups and teardowns, optimizing the learning environment for participants and ensuring seamless transitions between sessions

Event Coordinator – Conferences, Groups, and Students

Victoria College, UofT | Nov 2021 – Aug 2023

- Analyzed sales reports, identified growth opportunities, and implemented action plans to drive business success.
- Identified gaps in knowledge; proactively facilitated online and in person training sessions for team members to bridge communication gaps.
- Produced and implemented a departmental reference manual with emergency response SOPs.

Student Part-Time Night Auditor

Victoria College, UofT | Aug 2019 – Nov 2021

- Acted as a first point of contact for the department: assisted high volumes of students, visitors, faculty, and staff daily: in-person and through email while maintaining diplomacy and tact.
- Monitored and managed the department email inbox, handling queries and responding as needed.
- Prepared intra-departmental journals, invoices, daily banking slips, financial reports, and verified data to catch errors in day-to-day transactions.

Peer Mentor

Faculty of Arts & Science, UofT | 2020 – 2021

- Supervised 2 second-year students within the Political Science department with navigation of student services, ACORN, Quercus, and courses.
- Facilitated students' access to supportive resources regarding academic help and mental health within the UofT Faculty of Arts & Science.

EDUCATION

Honours Bachelor of Arts, Specialist in Political Science – *with a focus on the welfare state*

University of Toronto | 2021

Bilingual International Baccalaureate Diploma – (IB) High School Diploma

International School of Ulaanbaatar | 2017

INTERESTS

Hiking, sewing, painting, and crocheting. I run the Instagram page [@sollyslibrary](#) with my sister, where we sell our handmade crochet items!