

PROFESSIONAL SUMMARY

Junior Data Analyst with leveraging advanced skills in Excel, R, Python, and SQL to drive innovative, data-driven decision-making. Known for exceptional multitasking, time management, and communication abilities, consistently delivering accurate analyses and actionable insights. Passionate about utilizing data to foster innovation and improve operational efficiency.

5 years customer service experience, dealing with and assisting clients resolve issues. Skilled at building community support, detail-oriented, active listener, patient, and excellent communication skills. Exceptional time management skills and Problem-solving abilities backed up by strengths in program. Outstanding interpersonal skills, multi-tasking skills and able to operate under pressure. Dedicated to social work activities with a strong commitment to serving disadvantaged youths and adults, including the homeless and special needs population. Dedicated personal support worker with strong commitment to taking care of residents and their personal needs. Dedicated and detail-oriented Human Resources professional.

EMPLOYMENT HISTORY

MAR 2024 - JUN 2024

Human Resources Management Internship, Doris care inc, Toronto

- Screened resumes, conducted interviews, and onboarded new employees, enhancing recruitment efficiency.
- Designed and led onboarding programs, facilitating smooth transitions for new hires.
- Conducted orientation sessions on company policies, culture, and benefits, ensuring comprehensive understanding.
- Maintained accurate employee records, supporting performance evaluations and audits.
- Developed record-keeping policies, improving documentation accuracy and compliance.

JUN 2022 - APR 2024

Collection Agent, Bill Gosling Outsourcing

- Initiate contact with debtors to negotiate payment arrangements and discuss settlements.
- Analyze financial situations to determine the most suitable repayment plans.
- Maintain accurate and up-to-date records of communication and payment agreements.
- Collaborate with legal teams when necessary to pursue legal action for unresolved debts.
- Assisted customers with account inquiries, resolved issues, and provided information on banking products.
- Utilized effective communication skills to negotiate payment solutions with clients facing financial challenges.
- Collaborated with internal teams to ensure accurate and timely processing of customer requests.

JUN 2019 - SEP 2022

Customer Service Representative, Carry Telecom

- Addressed customer needs by customizing solutions, ensuring satisfaction and loyalty.
- Resolved product issues, promoted new technology, and guaranteed positive service experiences.
- Assisted customers via phone on store operations, orders, and internet product inquiries.
- Maintained communication with customers, co-workers, and carrier partners.
- Recognized for de-escalating concerns, excelling in multitasking, and adapting to client needs.

JUN 2018 - APR 2019

Customer Service Representative, Xperigo

- Maintain customer accounts by accurately recording information, enhancing data integrity.
- Collected feedback to recommend products, improving service offerings and customer satisfaction.
- Resolved 200+ weekly inquiries, consistently exceeding performance benchmarks.
- Introduced a tactic to retain customers, reducing cancellations by 5%.
- Confirmed orders via multiple channels, ensuring order accuracy and timely processing.

EDUCATION

SEP 2020 - DEC 2023

Social Service Worker, Seneca College, Toronto

MAY 2023 - APR 2024

Human Resources Management Certificate Program, Canadian College of Business Science & Technology

COURSES

NOV 2021 - NOV 2021

Indigenous Canada at University of Alberta

JUL 2024 - JUL 2024

Google certification program | Data Analysis at Coursera

SKILLS

case study



Communication

Problem-solving

Multitasking

Time Management



Interpersonal Skills

Data Analysis

SQL

R

Python

Excel

ADDITIONAL INFORMATION

Volunteer Experience

- ENAGB fundraising campaign
- NYFBH funding campaign
- Alpha Burger Investment

LINKS

Portfolio