

PROFESSIONAL SUMMARY

Junior Data Analyst with leveraging advanced skill in SQL, Excel, and R language to drive data-driven decision-making. Demonstrates strong problem-solving and communication skills, enhancing operational efficiency and fostering innovation. Adept at collaborating with teams and delivering actionable insights, committed to advancing data analysis methodologies. 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. Experienced, energetic, and highly motivated individual with experience in a fast-paced environment.

EMPLOYMENT HISTORY

MAR 2024 - JUN 2024

Human Resource Management Internship, Doris care inc, Toronto

- Implemented AI-driven recruitment tools, improving candidate screening and developing HR analytics dashboard.
- Conceptualized and launched innovative employee wellness programs. Pioneered creative retention strategies, enhancing overall workplace satisfaction.
- Led cross-functional teams to implement HR software, resulting in a 30% reduction in administrative workload.
- Facilitated team-building workshops, boosting interdepartmental collaboration and employee morale.
- Developed and executed a digital employee feedback platform, increasing engagement by 25%.
- Optimized recruitment strategies, decreasing time-to-hire by 15% and improving candidate quality.

JUN 2022 - APR 2024

Collection Agent, Bill Gosling Outsourcing, Newmarket

- 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, Toronto

- Implemented new troubleshooting techniques, improving first-call resolution rates.
- Worked closely with technical teams to address complex issues.
- Developed a knowledge-sharing system that enhanced team problem-solving capabilities.
- Proposed and implemented a customer feedback system, leading to actionable insights and improved service quality.
- Consistently sought ways to enhance processes.
- Mentored new hires, accelerating their onboarding process.
- Maintained a positive attitude during high-stress periods, boosting team morale and productivity.
- Meticulously documented customer interactions, ensuring accurate information for follow-ups.
- Analyzed call patterns to identify recurring issues and suggest solutions.

JUN 2018 - APR 2019

Customer Service Representative, Xperigo, Toronto

- Resolved customer inquiries efficiently, maintaining high satisfaction rates.
- Implemented streamlined processes, reducing call handling time and improving overall service quality.
- Worked closely with cross-functional teams to address complex customer issues.
- Shared best practices, contributing to improved team performance and customer experience.

- Meticulously documented customer interactions, ensuring accurate information for follow-up and customer satisfaction by rapidly resolving inquiries and implementing effective solutions, leading to a 15% increase in customer retention.

EDUCATION

MAY 2023 - APR 2024
Human Resources Management, Canadian College of Business Science & Technology

SEP 2020 - DEC 2023
Social Service Worker, Seneca College, Toronto

CERTIFICATION

FEB 2024 - JUL 2024
Google certification program | Data Analysis at Coursera

NOV 2021 - NOV 2021
Indigenous Canada at University of Alberta

SKILLS

Communication	Problem-solving
Multitasking	Interpersonal Skills
Data Analysis	SQL
R	Python
Excel	Case study
Research	Presentation skills
Time management	Strategic thinking
Organization skills	

ADDITIONAL INFORMATION

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

Links

PORTFOLIO

REFERENCES

Reference Upon Request