

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. Experienced, energetic, and highly motivated individual with experience in a fast-paced environment.

EMPLOYMENT HISTORY

MAR 2024 - JUN 2024

Human Resources Management , Doris care inc, Toronto

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, Toronto

- Resolved customer inquiries, enhancing satisfaction and retention through effective communication.
- Managed high-volume calls, achieving a 95% resolution rate and exceeding performance targets.
- Trained new hires, improving team efficiency and service quality.
- Implemented feedback systems, leading to measurable improvements in customer service.
- Analyzed customer data, identifying trends and reducing complaint rates.

JUN 2018 - APR 2019

Customer Service Representative, Xperigo

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

FEB 2024 - JUL 2024

Google certification program | Data Analysis at Coursera

SKILLS

Communication

Problem-solving skills

Multitasking

Time Management

Interpersonal Skills

Data Analysis

SQL

R Language

Python

Excel

Research

Presentation skills

ADDITIONAL INFORMATION

Volunteer Experience

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