**ABILASHA BALAKUMAR**

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**OBJECTIVE**

To obtain an Environmental Scientist position at Intermediate Associate, where I can utilize my experiential knowledge in environmental science and further develop my research, technical and communication skills. I have developed great reasoning and problem-solving skills through my involvement in work, societies and organizations.

**HIGHLIGHTS OF QUALIFICATIONS**

* 7+ years of excellent customer service experience and escalation resolutions
* First aid training
* Experience working with sampling techniques demonstrated in field school
* Exceptional communication skills and ability to multitask
* Remarkable ability to work in a team environment proven through various professional and leadership roles
* Proficient knowledge of MS Office Suite; such as Excel, Word, OneNote, Share point
* Ability to efficiently plan and meet demanding timelines as well as changing priorities
* Self-motivated and extremely quick learner with ability to grasp concepts and software quickly

**EDUCATION**

***2015 Bachelor of Science*** – Environmental Science and International Development Studies Double Major   
*Dalhousie University*

***2014 Certification*** – Canadian Aquatic Biomonitoring Network Field Assistant

***2010 Ontario Secondary Diploma***

*Pierre Elliott Trudeau High School*

**CERITIFICATION**

***2014*** – Canadian Aquatic Biomonitoring Network Field Assistant

**FIELD SCHOOL**

**Environmental Science Field School** 2014

* Sustainable forestry, environmental geology, intertidal community monitoring, freshwater systems, urban environmental quality, and species at risk.
* Demonstrated best practice for writing field notes
* Identified relevant ethical issues when conducting field research with wildlife
* Use of taxonomic key, compass and GPS
* Conduct CABIN standard Field Procedures
* Carried out standard methods used to describe forest ecosystems and used a range of field methods to monitor biological populations
* Worked effectively in a team

**RESEARCH**

**Report: To What Degree Does Attendance of the ESS Lectures Relate to Levels of Civic** April 2015

* Worked with a team of six members to analyze lecture attendance, levels of social capital, and application of ESS lecture content within attendees’ communities as measures of Dalhousie’s success at contributing to community engagement.

**PROFESSIONAL EXPERIENCE**

*TD Bank* – Easy Line and Digital Tech Specialist June 2018 – Present

* Assist 8-10 clients/hour with personal and business banking needs while providing legendary advice, positively impacting business channels with growth through cross business referrals
* Providing legendary customer service experience by recommending solutions based on customer needs resulting in superior customer service through engagement of meaningful conversations
* Assist in shadow sessions during visits from corporate office and new hires

*Scotiabank Financial Group* **–** Retail Banking Officer October 2016 – September 2017

* Demonstrated excellent organizational skills with the ability to prioritize workload and multi-task
* Analyzed all portfolios in detail to identify sale opportunities and make recommendations
* Met and exceeded sale department objectives (credit cards, line of credits, creditor insurance, day to day accounts)
* Promoted and maximized the development and growth of residential mortgage business
* Participated in marketing campaigns to help grow the business
* Recipient of multiple Customer “High-Quality” Call awards
* Received multiple “employee of the week” awards within the group

*Dalhousie University* **–** Tiger Patrol Security Service September 2014 – May 2016

* Drive students between the hours of 6pm-1:30am from South of Bayer’s Rd/Young Ave in the Halifax, NS
* Resolves student’s complaints by investigating problems; developing solutions; preparing reports; making recommendations to management
* Observe and report any suspicious/criminal activity observed on patrol
* Perform receptionist function in Patrol Services

*Bayshore Home Health Care.* **–** Patient Care Attendant September 2013 - May 2015

* Help patients with basic grooming and dressing needs, administered medication
* Keep patient company, and watching for any changes in the patients physical, emotional, or mental condition
* Communicated the status of the patient, including any changes, periodically to a nurse

*Canadian Atlantic Lobster Inc.* **–**Sales Representative Summer 2014

* Work to achieve a sales goal and target every shift
* Answer questions regarding the Atlantic fisheries department
* Maintains professional and technical knowledge by attending education workshops; establishing networks, participating in professional societies

*Shirreff Hall Residence* **–**Front Desk September 2011 - April 2015

* Communicated and interacted with residences and parents of students
* Maintained student information and records
* Processed minor student payments
* Performed administrative duties
* Demonstrated organizational and teamwork skills

*Alton Towers Dental* **–**Receptionist February 2011 – September 2015

* Friendly interacted and communicated with patients and co-workers
* Maintained important patient and office records
* Handled a multi-line inbound and outbound phone call system
* Performed administrative duties (filing patient files, booking appointments, etc)

**COMMUNITY INVOLVEMENT**

*IWK Health Center Hospital* – Patient Service Volunteer 2015-2016

*Feed Nova Scotia Food Bank* – Volunteer Food Sorter 2012-2015

**EXTRA CURRICULAR ACTIVITIES**

*South Asian Student Association*- Treasurer 2014-2016

*Tamil Student Association* – Vice President 2013-2015

*Dalhousie Environmental Science Society* – 2nd and 3rd year student representative 2011-2013

**REFERENCES AVAILABLE UPON REQUEST**