

# MS. A NOOP B ABRA

anoopkbabra@outlook.com

## ADMINISTRATIVE ASSISTANT

### CAREER PROFILE

**Service-Orientated Professional** who is very confident when handling inquiries, complaints in multi-ethnic communication. **Motivated, organized** individual who loves assisting clients and management with administrative and clerical functions. Team player, who is able to work to timely demands and effectively manage multiple workloads.

### HIGHLIGHTS OF QUALIFICATIONS

- Ability to communicate effectively with a wide range of customers
- Proven aptitude for dealing with customer concerns and challenges
- Experience of working in a busy, inbound call centre environment
- Insightful promotions and marketing creator; able to highlight company objectives
- Ability to drive results even when time or resources are constrained
- Make customers with different values or background feel welcome and respected
- Ability to work independently and as part of a team
- Excellent **Microsoft Office** and time management skills

### EDUCATION

**English - Honours Bachelor of Arts**

**Advanced Microsoft Office 2013**  
St. Gabriel Adult Learning Centre

**Nursing Asst/Unit Clerk Diploma**  
2013

**Resuscitation Certificates**  
2011-2012

### PROFESSIONAL ADMINISTRATIVE EXPERIENCE

#### Administrative Assistant 2015

The Centre for Education & Training

- Newcomer and settlement counselling
- Help clients with resumes and cover letters
- Assist staff with workshop presentations
- Help clients with printing and scanning documents
- Proficient with HARTS and CETRA software
- Provide orientation to newcomers

#### Unit Clerk 2012-2014

Buhler Cancer Centre, Victoria General Hospital

- Managed inventory and procurement
- Assisted patients and doctors with administrative tasks, including scheduling appointments, answering emails and faxes, requesting lab results, etc.
- Used various software, including Microsoft office and ARIA
- Directed admissions and discharges, including from other hospitals
- Provided compassionate care by helping patients select wigs, etc.
- Trained in personal and group health and safety practices

#### Retail Sales Associate 1997-2010

Hudson Bay Company

- Managed inventory and conducted inventory control
- Designed, implemented and maintained planograms
- Assisted with store opening and closing
- Handled a busy cash where payments, refunds and exchanges were accepted
- Ensured that customers had a pleasant shopping experience

### Technical Skills

Microsoft Office, ARIA (Excel based software)

### Language Proficiency

English (Fluent), Punjabi (Fluent), Hindi (Fluent)