

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)