

EDUCATION

Cooperative Education (Advanced Microsoft Office 2013) <i>St. Gabriel Adult Learning Centre, Mississauga, ON</i>	Current
Nursing Assistant/Unit Clerk Diploma	
Resuscitation Certificates <i>Robertson College, Winnipeg, MB</i>	2011-2012
Bachelor of Arts with Honours in English <i>Guru Nanak Dev University, Amritsar, India</i>	1989-1992

WORK HISTORY

TCET Brampton South Community Door, Brampton ON	At Present
<ul style="list-style-type: none">▪ Newcomer and settlement counseling▪ Help clients with resumes and cover letters▪ Assist staff with workshop presentations▪ Help clients with printing and scanning documents▪ Proficient with HARTS and SETRA softwares▪ Provide orientation to newcomers	
Unit Clerk Buhler Cancer Centre, Victoria General Hospital, Winnipeg, MB	2012 – 2014
<ul style="list-style-type: none">▪ 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 Hudson Bay Company, Surrey, BC	1997 - 2010
<ul style="list-style-type: none">▪ 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	
Administrative Assistant/Telemarketer Pacific Cyclonic Systems, Vancouver, BC	1997-1999
<ul style="list-style-type: none">▪ Received award for best administrative assistant/telemarketer two years in a row▪ Cold called potential customers▪ Handled a busy switch board with over 200 calls per day▪ Initialized sales appointments for sales representatives by using excellent communication skills and thereby increased company sales	

LANGUAGE SKILLS	English (Fluent), Punjabi (Fluent), Hindi (Fluent)
------------------------	--

COMPUTER SKILLS	Microsoft Office, ARIA (Excel based software), Adobe
------------------------	--

INTERESTS	Writing (poetry and short fiction)
------------------	------------------------------------
