**job objective:** To obtain a management or assistant management position within your organization

**highlights of qualifications:**

* More than four years supporting front line customer service and providing superior customer support in a fast paced stressful environment
* Assisting the general public in complicated license renewals, vehicle transfers and health card services
* Proficient with business technology including fax, photocopier and telephone services
* Proficient in Microsoft Office, Excel, Internet Explorer and Email
* Always greets members of the public in a courteous and polite manner
* Works well in a fast paced team environment
* Able to work independently with minimal supervision
* Always projects a positive and professional image that accurately reflects my employer’s business model

**Experience and Skills:**

* Key in, edit, proofread, and finalize correspondence, reports, statements, invoices, forms, presentations, and other documents, from notes using computers
* Respond to telephone, in person or electronic enquiries and forward to appropriate person
* Providing general information to clients and the public
* Able to respond to customer inquiries quickly and accurately
* Photocopying and collating documents for distribution, mailing and filing
* Maintaining and preparing reports from manual or electronic files, inventories, mailing lists and databases
* Processing incoming and outgoing mail, manually or electronically
* Reading and researching relevant materials and resources on an ongoing daily basis to stay current with policies and procedures

**Personal Strengths:**

* Reliable, honest, and punctual with a strong work ethic
* Excellent interpersonal, communication, verbal, and written skills
* Proficient at establishing a positive rapport with people of any age and background
* Well developed time management, organizational and conflict resolution skills

**work history:**

**office clerk** Service Ontario Aug 2021 – Nov 2021

* Provided efficient and timely service for customers at the counter and on the phone
* Compiled, verified, recorded, and processed applications, licences, and plate registrations in accordance with established procedures
* Complied, verified, recorded, and processed applications for Ontario Health cards
* Daily cash balancing
* Organized daily work assignments

**Security- Site supervisor** G4S Secure Solutions Nov 2013- July 2016

* Control access to condominium, issued passes and direct visitors to appropriate areas
* Ensure other security staff completed required tasks
* Worked with condominium management on some basic administrative tasks
* Monitored CCTV and made recordings when requested

**Debt Collection Officer** NCO Financial Sept 2011-Oct 2013

* Made outbound and received inbound calls to collect monies owed from individuals in default of payment to the client
* Kept electronic report on monthly and one-time payments made

**Debt Collection Officer** Global Credit and Collection Feb 2011-June 2011

* Made outbound and received inbound calls to collect monies owed from individuals in default of payment to the client
* Kept manual report on monthly and one-time payments made

**Customer Service Advisor** Aditya Birla Minacs July2010-Sept 2010

* Handled inbound calls
* Provided assistance to the general public in connection with services offered by the client

**Office Clerk** Motor Vehicles Branch Sept 2003-May 2010

* Responsible for opening the branch office on a daily basis
* Prepared cameras and prepared daily cash for other operators
* Provided efficient and timely service for customers at the counter and on the phone
* Compiled, verified, recorded, and processed applications, licences, and plate registrations in accordance with established procedures
* Daily cash balancing
* Organized daily work assignments for staff

**education:**

**OSSD** Pine Ridge High School 2005

**Law Enforcement** Everest College 2013

**Foundations**

**Property Management** Humber College/ IHM 2021