

MIA
phone number
email address

PROFILE

Bilingual administrative and customer service professional with expertise providing service to ensure the smooth operation and implementation of services and procedures and establish and maintain operational excellence

SKILLS SUMMARY

- 5 years' experience in various bilingual administrative assistant, sales customer service and event coordination roles, provided quality service and fostered and cultivated strong relationships with internal and external stakeholders
- Maintained and organized electronic filing systems and ensured business and operational reports, forms, business documentation and correspondence were readily available
- Provided exceptional client service by demonstrating professionalism, commitment to service and followed up with clients and identified opportunities and proactively referred them to the relevant source
- Outstanding leadership, interpersonal and communication skills, both written and verbal, enhanced through building and maintaining long term collaborative relationships with colleagues, clients and management
- Technical Skills: G-Suite and MS Word, Excel, PowerPoint, Publisher, Salesforce and Shopify
- Languages: French (*Fluent spoken and written*), Arabic (*Professional working proficiency*), English (*Fluent spoken and written*)

EMPLOYMENT EXPERIENCE

Bilingual Account Manager

7/2019-4/2020

Local analytics company, Toronto

- Develop and maintain strong relationships with 30 key business executives and clients
- Provide support to clients through email, phone, online presentations and screen-share using Zoom
- Collaborate with sales team to identify and grow opportunities within North America and increased sales by 30%
- Update and maintain all account history and activity reports using Salesforce and LastPass

Cryptocurrency Researcher (Remote)

1/2018-7/2019

Blockchain company, California

- Created a comprehensive database of worldwide exchanges
- Coordinated the publishing and mailing of a daily newsletter for 30,000 subscribers which included compiled daily news of over 100 cryptocurrency coins
- Reviewed and edited data to ensure completeness and accuracy of information

Administrative Assistant

1/2019-12/2019

Local housing charity, Toronto

- Performed administrative and secretarial support duties to senior management in a residence with 315 tenants
- Reviewed and distributed incoming mail to appropriate staff and follow up accordingly
- Maintained filing and retrieval systems for various records and documents regarding tenant files
- Prepared purchase orders, invoices and financial statements while handling bookkeeping

Bilingual Administrative Assistant

1/2017-1/2019

National pension fund, Toronto

- Liaised with management to communicate with French speaking members through telephone and email
- Managed and updated sensitive member information into the database
- Maintained and coordinated daily schedules for 3 C-level directors including internal and trustee meetings, events, conference calls, travel as needed
- Coordinated and prepared business correspondence, scheduled reports, contact lists and fund documents
- Developed and maintained a log for all Plan members' complaints and inquiries and a filing system
- Implemented a social media plan to execute in the new year

Bilingual Customer Service Representative

9/2015-1/2017

International credit card company, Toronto

- Responded to inbound customer inquiries, such as account management, billings and customer complaints averaging 100 calls per day
- Cross-sold and sold customized features, products and services depending on the customer's needs
- Proactively demonstrated leadership in ensuring customer needs were met and supported the accuracy of all customer transactions, promoted the usage of the card
- Maintained excellent response time on every call while adhering to privacy laws and customer service procedures and effective, highly service oriented working relationships with staff

Recruiter/ Event Coordinator

3/2014-8/2015

Local arts organization for refugees, Toronto

- Assisted the Executive Director in setting up and executing a mini Arts Market/pop up shop for Newcomer artists from refugee and immigrant backgrounds and was a member of the Board
- Connected with the arts organizations including Neighbourhood Arts Network (NAN); North York Arts LASO; Toronto Centre for the Arts
- Designed and disseminated promotional material to educate and attract visitors to organization initiatives
- Recruited and trained multilingual volunteers to execute children art programs Toronto

Senior Brand Ambassador/Event Coordinator

12/2012-12/2018

Various companies, Toronto

- Represented various brands while providing product samples at exhibitions, conferences and tradeshows
- Effectively responded to customer questions and successfully created brand awareness in every customer
- Engaged consumers one-on-one to ensure a positive experience
- Delivered key messages about the brand and the product at hand
- Responsible for set up and tore down large and small event sites

Social Media and Marketing Associate

1/2015-7/2015

Local jewellery company, Toronto

- Managed blogger outreach to help promote the brand online and leverage influencers
- Created and managed social media projects to garner a wider fan base on Instagram, Polyvore and Pinterest
- Researched online outlets for new opportunities and ideas for brand awareness to drive online sales
- Developed contact lists for women races in North America to pitch customized pieces for participating runners

Events Assistant

8/2014-3/2015

College student association, Toronto

- Assisted students and staff with questions and concerns before, during and after events
- Evaluated, critiqued, and offered constructive feedback about current event during staff meetings
- Maintained inventory of supplies and collateral and prepared event materials
- Set up and tore down events in the Student Centre for Humber College and Guelph-Humber students

EDUCATION**Honours Bachelor of Applied Arts**

2015

University of Guelph-Humber

Diploma in Media Communications, specialized in Public Relations

Humber Institute of Technology and Advanced Learning