



OBJECTIVE: Office Administrator/Assistant/ Supervisor/ Management/ Co-Ordinator

PROFILE

- 5+ years of experience as an Office Administrator
- One-year Diploma in **Business Administration and Office Management**
- Proven ability to achieve deadlines in a timely manner
- Proficient in Microsoft Word and Excel, Internet, e-mail, and Keyboarding with 50+ wpm
- Able to work under pressure and problem solve
- Excellent professional interpersonal communication and liaison skills
- Well-organized, detail-oriented, quick learner
- Excellent communication in English, Urdu, Punjabi, and Hindi

RELEVANT SKILLS:

Administration Skills:

- Perform clerical duties such as typing, editing, filing, photocopying and faxing
- Organize and schedule meetings
- Responsible for negotiating stressful situations with customers
- Communicate to individuals, groups or the public with confidence and met their needs
- Create and compile concise and detailed reports
- Compile data, sort and verify the accuracy of data to be entered
- Maintain sales sheets and report to supervisors at the end of each day.
- Accounts payable and receivable.
- Assist Managers in day-to-day business tasks.

Customer Service/ Receptionist Skills:

- Greet customers with a smile and provided information as required
- Use diplomatic skills when dealing with “difficult” people in a professional manner
- Responsible for all documents that was assigned from customers
- Patient listener who supports others while working on goals
- Prepare request for office supplies and internal payments
- Typing Speed 50+WPM

EMPLOYMENT HISTORY

Information Management Co-Ordinator SaskEnergy, Regina, SK	Feb 2022 – Mar 2023
Shift Controller EVRAZ Steel, Regina, SK	May 2021 – Feb 2022
Service Desk Analyst eHealth, Regina, SK	Dec 2020 – Mar 2021
Web Developer & Graphic Designer Freelancer (MS Dev Studio)	Feb 2019 – Dec 2020
Site Supervisor (Safety & Security) Chemtrade Electrochem, North Vancouver, BC	Aug 2016 – Aug 2018
Office Administrator Office Move Pro, Delta, BC	Oct 2015 – Jan 2016
Office Administrator Aldo Virtich Pty Ltd. Sydney, Australia	Jan 2014 – May 2015

EDUCATION & TRAINING

Diploma of Business Management & Administration SCBIT, Sydney, Australia	June 2012 – June 2013
Advance Diploma of IT AICL, Sydney, Australia	Oct 2009 – April 2012
Master of Science in IT Preston University, Islamabad, PK	Oct 1998 – April 2001
Bachelor of Arts (Dbl. Mathematics & Economics). Punjab University, Pakistan	Sep 1996 – Sep 1998

HIGHLIGHTS OF RELEVANT EXPERIENCE & DUTIES PERFORMED

Duties performed as **Information Management Co-Ordinator**

- Check and Provide record assessment for Physical records utilizing corporate policy and compliance requirements.

- Retrieve active and inactive boxes of records from storage.
- Review and prepare existing boxes of records for indexing, classification, cataloguing and organizing.
- Preparing electronic and physical records for disposal requests and records for long-term offsite storage. Manage digitalization of physical records and validate the quality of Digital Data.

Duties performed as **OFFICE ADMINISTRATOR/ ASSISTANT**

- Delivered clerical support by handling a range of routine and special requirements.
- Reported on daily office activities to help managers stay on top of dynamic conditions and make proactive decisions and Account payables.
- Monitored and tracked the performance of employees, identifying and targeting areas in need of improvement and further training.
- Interacted with customers by phone, email, or in person to provide information.
- Answered multi-line phone system, routed calls, delivered messages to staff, and greeted visitors.
- Produced high-quality documents, spreadsheets, and presentations for internal and external use.
- Tracked office supplies and restocked low items to keep team members on-task and productive.
- Verified salaried and hourly employee timecards to prepare accurate bi-weekly payroll.
- Kept detailed records of supplies and office equipment used to budget and make orders for new supplies.
- Quickly learned new skills and applied them to daily tasks, improving efficiency and productivity.
- Offered friendly and efficient service to customers and handled challenging situations with ease.

Duties performed as **Security & Safety SUPERVISOR/SHIFT CONTROLLER**

- All clerical and Office Admin Tasks.
- Identified issues, analyzed information, and provided solutions to problems.
- Prepared a variety of different written communications, reports, and documents to ensure smooth operations.
- Initiated onsite safety program and properly trained team members to decrease injuries.
- Collaborated with management and fellow supervisors to organize operations and achieve demanding schedule targets.
- Provide First Aid to all plant Employees.
- Recognized, documented, and advised on the removal of hazards.
- Responded to any emergencies as instructed and with utmost efficiency.
- Streamlined and directed occupational safety trends and current hazards analyses.
- Improved operations through consistent hard work and dedication.

Duties performed as **Service Desk Analyst**

- Addressed system and user issues and identify solutions.
- Offered remote onboarding services, helping customers to complete initial device setup and connection procedures.
- Expedited support calls by creating repeatable scenario guides for common technical problems.
- Resolved 80 - 100 calls per day while adhering to business goals and company policies.
- Performed one-on-one remote helpdesk calls resolving customer issues via video chat.
- Supported users by quickly investigating and resolving hardware and software issues.
- Completed over 30 - 40 technical support tickets each week with 100 % first-call resolution rate