

PROFESSIONAL PROFILE

Dynamic, versatile professional with an extensive track record of database management. Progressive experience within the collection industry. Demonstrated ability to work in a fast-paced environment while maintaining accuracy and client's confidentiality.

SUMMARY OF QUALIFICATIONS

- Proven experience with providing administrative support, managing records, performing office tasks, scheduling, welcoming clients and visitors
- Enjoy working as a contributing member of a team and independently and have a solid understanding of client-focused companies, with the ability to help organizations run efficiently
- Strong verbal/written communications skills, along with excellent interpersonal and client-servicing skills
- Team player, flexible, self-motivated, reliable, highly professional manner combined with a strong work ethic
- Ability to create and maintain accurate record keeping
- Warehouse skills including organizing, lifting heavy items, using pump truck and dolly.

TECHNICAL SKILLS

- Advanced Computer Skills: Microsoft Office Suite (Access, Excel, Outlook, Word, PowerPoint, Publisher)
- Adobe Acrobat, Photoshop, Illustrator, Flash
- Inkscape, GIMP, WordPress, Microsoft Visual Studio
- ASP, ASP.NET, Basic, HTML, CSS, .NET, PHP, SQL, Visual Basic, VBA
- Access, Microsoft SQL, MySQL
- Social Media: Facebook, Instagram, Twitter, YouTube
- Fast and accurate typing skills
- Encrypted data transfer via Email and FTP
- Website design and maintenance

EDUCATION

Small Business Development Program, Sault College of Applied Arts & Technology, Blind River, ON
Business Management Studies, Sault College of Applied Arts & Technology, Blind River, ON
Audio Video Graphics, Sir Sandford Fleming College of Applied Arts & Technology, Peterborough, ON
Computer Programming, Sir Sandford Fleming College of Applied Arts & Technology, Peterborough, ON

CORE COMPETENCIES

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|------------------------|-------------------------------|--------------------|
| • Business Development | • Database Management | • Problem Solving |
| • Client Engagement | • Desktop Publishing | • Record Keeping |
| • Computer Programming | • Graphic Design | • Video Production |
| • Data Analysis | • Online Application Creation | • Web Site Design |

SELECTED ACHIEVEMENTS

- Created multiple applications used by collection agents
- Designed, created and maintained multiple websites for clients
- Created online applications used by transportation companies
- Designed and maintained multiple databases
- Designed and created documents, correspondence and forms used in business process
- Created database application for religious organization for processing donations

PROFESSIONAL EXPERIENCE

Customer Service Representative, Dupont Kitchen & Bath Fixtures

01/2023 – Present

- Answer the phone, direct calls to correct person, take messages or deal with the matters myself.
- Help customers identify broken or missing products and provide replacements.
- Investigate and confer with vendors and manufacturers in identifying products.
- Place purchase orders to fulfill special orders and to maintain stock.
- Handle deliveries, customer pickups and organize warehouse.
- Lift and move large items around the warehouse.
- Process sales, down payments and refunds.
- Process updated price lists into the Lightspeed POS system.
- Create and maintain marketing materials.

Receptionist/IT, Rustic Massage Therapy & Physiotherapy Clinic

10/2020 – 09/2023

- Deliver an exceptional experience to all patients while greeting them either in person or over the phone.
- Make appointments and process insurance e-claims & payments.
- Converted clinic from manual record system to online medical system.
- Train staff and management on new medical system.
- Create and maintain the clinic's website and promotional material.

Compliance Coordinator, Christian Horizons - (1 Year Contract)

05/2021 - 04/2022

- Gathered reports from townhouses and apartments.
- Verified compliance of temperature and daily shift reports.
- Collected daily water temperatures for apartments and record in daily log.
- Reported to department manager deficiencies daily compliance.
- Performed general maintenance and repair where needed.

Database Administrator, Conixi Inc.

08/2011 - 07/2019

- Processed data provided from clients into viable call blast files.
- Created electronic call blasts using TCN online system.
- Used data analysis to generate daily, monthly and custom reports for clients.
- Created and maintain printed materials for employer's other businesses.
- Maintained and made changes to employer's websites.

Technical Support Specialist, Partners In Credit

07/2009 - 08/2011

- Processed new accounts, events, daily payments and refreshes.
- Created and uploaded daily reports for notes, payments and status change
- Managed electronic call blasts using online systems.
- Generated letter campaigns for first notices & settlement offers.
- Transitioned old database to new collection software.

Database Administrator, First Credit Corporation

01/2002 - 07/2009

- Created multiple applications to allow agents to interact with multiple databases.
- Created daily reports for notes, payments and status changes for multiple clients.
- Processed new accounts, events, daily payments and refreshes.
- Managed electronic call blasts using online and in-house systems.
- Created reports, presentations and documents as requested.

REFERENCES AVAILABLE UPON REQUEST