**Summary**

Proactive and self-motivated Administrative Assistant with over 10 years of experience providing comprehensive office and operational support in various professional settings. Demonstrates exceptional ability to independently manage high-pressure workloads and competing priorities, ensuring efficiency and attention to detail in fast-paced environments. Exercises sound judgment in handling sensitive information, resolving conflicts, and fostering collaborative relationships across all levels of an organization. Tech-savvy and resourceful, with a proven ability to quickly learn and adapt to new software and hardware systems.

**Areas of Expertise**

**Technical:**

Microsoft & Google Suites  
ERP Software  
Database Management Systems  
Security Risk Assessment  
**First Aid & CPR**

**Job-Specific:**

Federal/provincial legislation comprehension  
Personal information protection and disclosure  
Multi-line phone systems  
Dealing with difficult situations  
Critical thinking

**Work Experience**

**Purchaser and Administrative Assistant** Cambridge, ON  
Harman Heavy Vehicle Specialists Sep 2022 – May 2024

* Coordinated with internal and external stakeholders to order, expedite, and troubleshoot shipments, resolving discrepancies promptly and enhancing order-to-delivery lead time by two weeks.
* Enhanced documented sourcing and material control processes in alignment with best practices and procurement strategies, achieving a 33% reduction in company interest accrual on stocked merchandise.
* Scheduled meetings and coordinated shipping arrangements with external logistics warehouses based on a master event calendar, reducing freight and delivery costs by $2,500 over two months.

**Branch Manager**  Guelph, ON  
Cash Money    Nov 2013 – Sep 2022

* Led the development and implementation of a tracked rating system for Anti-Money Laundering & Terrorist Financing compliance, resulting in a 96% reduction in high-risk rated transactions across nine branches within two months.
* Created a comprehensive filing system for branch directories using shared cloud storage, facilitating easy access to essential documents, training materials, legislative information, and customer databases, thereby enhancing productivity.
* Successfully hired and developed 25 employees for nine stores, resulting in five promotions to Assistant Manager and two promotions to Branch Manager between 2015 and 2022.

**Wireless Sales Associate** Guelph, ON  
Walmart Mar 2011 – Nov 2013

* Implemented a revised contract filing system, streamlining the coordination of service calls and improving the accuracy of inventory assessments from third-party vendors, resulting in a 43% year-over-year reduction in company shrinkage.
* Developed and instituted a new policy to contact and welcome new customers, leading to a 60% increase in customer satisfaction and return-to-store rates, while providing personalized training to elderly and disadvantaged community members.
* Cross-trained in multiple departments, including Seasonal and Garden Centre, Electronics, Front End Cash, and Shipping & Receiving, while working full-time in the Wireless department. Volunteered to assist with the setup of the Fergus store, providing Wireless and front-end services and training new employees.

**Education**

Certificate II Business Administration NSW, AUSTAFE College

**Certifications**

**Standard** **First Aid** **& CPR** Waterloo, ON  
Canadian Red Cross Feb 2023 – Feb 2026