**SUMMARY OF QUALIFICATIONS**

* 4+ years of direct experience working with diverse individuals, showcasing strong interpersonal skills in building relationships with colleagues, clients, and stakeholders.
* Proficient in administrative tasks, including communication, scheduling, data management, and document organization, with meticulous attention to detail.
* Effective in facilitating communication, both written and verbal, to direct inquiries, address concerns, and facilitate information exchange within teams and with stakeholders.
* Strong problem-solving ability used to handle challenges professionally, identify solutions, and maintain workflow in dynamic work environments.

**EXPERIENCE**

**Administrative Assistant/Marketing Assistant** July 2022 - Ongoing

*Airways Transit, Waterloo, ON*

* Efficiently manage daily inquiries via phone and email, consistently handling over 100 calls per day from clients, vendors, and staff, providing timely and professional responses.
* Direct client inquiries, skillfully resolve conflicts, and ensure the confirmation of appointments with external offices, enhancing overall client relations.
* Spearheaded the design, implementation, and management of an innovative filing system, significantly increasing operational efficiency while upholding meticulous organization and attention to detail during the transition.
* Coordinate the logistics of express mail services, inventory unpacking, and office supply stocking, ensuring the seamless availability of essential resources.
* Provide vital administrative support, including involvement in marketing campaigns, market research, and active participation in meetings to plan and launch a staff mobile app.

**Tutor** January - April 2019

*Tutorbright, Waterloo, ON*

* Developed tailored lesson plans for elementary students, ensuring that educational objectives were met effectively.
* Innovatively strategized engaging activities to maintain children's interest and motivation, resulting in enhanced learning outcomes.
* Fostered a dynamic and enjoyable learning environment by seamlessly integrating interactive and educational activities into lessons, promoting both knowledge retention and student enthusiasm.

**Youth Group Leader - Volunteer** September 2021 - June 2022

*Waterloo North Mennonite Church*

* Successfully organized and led monthly activities for 10-12 middle school students, resulting in increased participation and a strengthened sense of community.
* Collaborated seamlessly with two fellow youth group leaders throughout the tenure, fostering a supportive team environment that enhanced the overall experience for both participants and volunteers.
* Emphasized core values of compassion, empathy, kindness, and inclusivity, resulting in improved group dynamics, receiving positive feedback from participants, and a lasting impact on the youth community.

**Hostess,** *Mel’s Diner, Waterloo, ON* October 2021 - July 2022

**Crew,** *Mcdonald’s, Waterloo, ON* January 2019 - October 2023

**EDUCATION & CERTIFICATIONS**

**Standard First Aid and CPR Level C,** *Red Cross* May 2023

**Joint Health and Safety Committee Certification: Part Two**, *Infrastructure Health & Safety Association* April 2023

**High School Diploma,** *St. Augustine Secondary School*  2017

**Smart Serve Ontario,** 2024