**Parvaneh Cheraghchi**

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**OBJECTIVE**

Dedicated and proactive professional seeking an administrative assistant or receptionist position to contribute to operations and provide customer service.

**PROFESSIONAL SUMMARY**

* Over a decade of experience in delivering outstanding customer service.
* An effective team player, flexible, with an adaptable and positive attitude.
* Quickly and accurately address concerns and inquiries with keen attention to detail.
* Excellent organizational skills, experienced in scheduling (Universal Scheduling) and facilitating meetings.
* Skilled in multitasking, prioritizing tasks and processes, and excelling in fast-paced environments.
* Exceptional computer skills and proficiency in using Microsoft Office applications such as Word, Excel, PowerPoint, and Outlook.
* Effective communicator in three distinct languages: English, Turkish, and Farsi.

**WORK EXPERIENCE**

***Pars Rehab Clinic, Richmond Hill, ON April 2023 - August 2023***

***Aria Physio Clinic, Newmarket, ON***

*Medical Receptionist*

* Provided accurate information and directed calls to appropriate staff.
* Organize clinic resources by scheduling appointments, registering patients, updating records, and maintaining medical files.

***GEOX Vaughan Mills, Toronto, ON September 2022 - May 2023***

*Team Manager*

* Provided excellent customer service by answering questions, resolving concerns, and assisting customers in selecting products that met their needs.
* Managed financial transactions and processed payments via various methods including cheques, cash, credit and debit cards, and store credits.
* Acknowledged as a high-performing sales professional.

***L.FAR Real Estate Group, Toronto, ON June 2020 - July 2022***

*Administrative Assistant*

* Effectively schedule and confirm appointments for property showings with precision and efficiency.
* Responsible for gathering, organizing, and safeguarding sensitive client data, procuring necessary supplies, ordering flyers, and managing data entry and billing.
* Oversaw the day-to-day operations to enhance, create, and implement standards, techniques, and protocols.

***DUDA Food Services Ltd., Toronto, ON April 2019 - June 2020***

*Sales and Administrative Assistant*

* Assisted the Retail Store Manager with customer attraction strategies, oversaw sales processes and payments, monitored sales targets, analyzed retail data, managed inventory, and evaluated employee performance.

**EDUCATION**

BACHELOR’S DEGREE IN GEOLOGY DEPARTMENT | 1996-2000 | TEHRAN AZAD UNIVERSITY

**PROFESSIONAL DEVELOPMENT**

* Public Relations Management Certificate
* Marketing and Sales Certificate
* Microsoft Office Certificate