**PROFESSIONAL SUMMARY**Dynamic and accomplished graduate in Office Administration (Medical) with a proven track record of delivering exceptional customer service. Adept at fostering positive relationships, equipped with outstanding communication skills in both English and Persian. Proficient in leveraging a robust skill set to drive efficient operations and provide valuable support to cross-functional teams. Demonstrates unwavering dedication to personal accountability, confidentiality, and punctuality.

**CORE COMPETENCIES**

* Proficient in proofreading and editing, with exceptional proficiency in Microsoft Office applications: Word, Excel, PowerPoint, Outlook, and Gmail.
* Strong computer literacy, well-versed in bookkeeping, accounting, payroll, and report writing, with a typing speed of 40 words per minute (WPM).
* Demonstrated expertise in time management, prioritization, motivational leadership, and effective problem-solving.
* Exemplary administrative and coordination skills, characterized by meticulous attention to detail.
* Strong understanding of business professionalism, nonprofit and charity-based organizations, and community centers.

**PROFESSIONAL EXPERIENCE**

**Administrative Assistant/Receptionist**

*Diversicare Canada Management Services Co., Inc., North York, ON* June 2023 to September 2023

* Provided exceptional customer service, maintaining professionalism and efficiency in staff, visitor, and stakeholder interactions.
* Orchestrated and facilitated meetings with advanced proficiency in managing technology for seamless videoconferencing and webinars.
* Delivered comprehensive administrative support with meticulous task execution and adherence to deadlines.
* Showcased adaptability by providing vacation coverage and dependable backup support for the administrative/executive assistant team.
* Managed incoming communications, including calls, emails, and correspondence, while ensuring a welcoming environment for visitors.
* Played a pivotal role in strategizing and executing corporate events, contributing to their success.
* Optimized logistical operations by efficiently managing deliveries, couriers, and mail distribution.

**Consulting and Assistance**

*The Housing Help Centre, Scarborough, ON* December 2022 to April 2023

* Offered accurate and relevant guidance to clients seeking housing solutions through phone and in-person consultations.
* Collaborated with stakeholders to assist low-income eligible individuals with Toronto Subsidized Housing registration.
* Developed and maintained meticulous documentation for member intake and usage.
* Established and managed clients' files, ensuring the confidentiality of sensitive information.
* Offered referrals to community and social/legal agencies as required, demonstrating a comprehensive understanding of available resources.
* Generated weekly spreadsheet reports, providing insightful data to supervisors.
* Expedited housing acquisition for Special Priority Program (SPP) and homeless clients by efficiently gathering and processing necessary information.

**Customer Service and Cashier Experience Associate**

*Walmart Canada, Thornhill, ON* September 2020 to December 2022

* Upheld a comprehensive understanding of store policies regarding payments, returns, and exchanges.
* Provided prompt responses to inquiries via telephone, ensuring timely updates on units and service issues.
* Delivered exceptional customer service by assisting patrons in locating products, addressing questions, and offering valuable product advice.
* Collaborated seamlessly with the team to execute cashier duties, provide product assistance, and maintain store cleanliness.

**Medical Office Administrative/Assistant**

*Dr. Alexander Everett Jones, Family Physician, Toronto, ON* May 2022 to December 2022

* Managed a diverse array of office management duties, including appointment scheduling, OHIP billing, and comprehensive administrative support for healthcare providers.
* Displayed proficiency in file management, spreadsheet development, and maintenance of electronic health records.
* Fostered a welcoming atmosphere to enhance the patient experience, consistently exhibiting a positive and friendly disposition.
* Handled incoming communications, managed messages for physicians, and ensured meticulous documentation in patient charts.

**Medical Office Administrative/Assistant**

*Dr. Foroud Hamidian, Psychiatric and Counseling Office, Tehran, Iran* May 2014 to January 2018

* Demonstrated efficiency in scheduling patient appointments and maintaining accurate records.
* Safeguarded patient confidentiality while diligently documenting medical history.
* Managed a multi-line telephone system, addressing patient inquiries promptly and professionally.

**VOLUNTEER AND COMMUNITY INVOLVEMENT**

**Office Administrative/Receptionist**

*Catholic Community Services of York Region (CCSYR), Richmond Hill, ON* October 2018 to July 2019

* Welcomed and assisted visitors and clients, creating a positive and professional first impression.
* Provided polished front desk support, including answering calls, directing inquiries, and managing financial transactions using credit/debit card systems.
* Scheduled appointments and ensured timely completion of related documentation.
* Provided hands-on support to clients by assisting them in completing forms and explaining guidelines and questions in a clear and helpful manner.

**Moderator**

*Welcome Centre Immigrant Services of York Region, Markham, ON* October 2018 to July 2019

* Effectively managed and oversaw an ESL conversational group, facilitating meaningful discussions.
* Assisted clients in completing registration forms and essential documents.

**EDUCATION**

**Medical Office Assistant Diploma**

Bryan College of Applied Health and Business Sciences, Toronto, ON 2021-2022

**Bachelor of Graphic Design Diploma**

University of Amir Kabir, Tehran, Iran 2006-2010

**LICENSE and CERTIFICATION**

Standard First Aid with CPR “C” & AED 2022-2025

Worker Health and Safety Awareness (Issued by Ministry of Labour Online) 2023

Class E Driving License 2023