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**CAREER OBJECTIVE**

To be a valuable asset within an organization where my business acumen, experience and strong people skills can contribute to achieving business goals.

**PROFILE**

* **Canadian Citizen** with valid driving license having 5 years of experience in Finance and Insurance industries with leadership skills, initiative and work ethic
* Excellent Interpersonal skills with an emphasis on teamwork
* Ability to multi-task and work independently on a number of projects
* Exceptional verbal and written communication skills
* Proficiency in all Microsoft Office applications, namely Word, Excel and Outlook
* Ability to maintain confidentiality and diplomacy at all times

**WORK HISTORY**:

*State Farm Insurance,* ***Claims Service Assistant****,* ***August 2011-July 2014***

* Deliver high standard and customer care for motor insurance claims
* Proper scheduling, systemization and filing of all claims and any other required responsibilities from the direct management
* Provide assistance to claim handlers by performing a variety of support services (e.g., setting up claim files, filing correspondence, pulling files).
* Enter electronic claim information (e.g., subrogation, salvage information, and medical bill codes).

*Leon’s Furniture,* ***Appliance & Electronics Salesman****,* ***October 2010-July 2011***

* Ensured Customer credit was acceptable to sell financial products and plans with terms of repayment in the form of Customer Credit Card.
* Confer with customers by telephone and in person to provide information about products and services, to take orders or cancel accounts
* Resolve customer’s service or billing inquiries by performing activities such as exchanging merchandise, refunding money, and adjusting bills

*Future Shop,* ***Customer Service Specialist,******August 2010-October 2010***

* Perform front end duties including till transaction processing, returns, exchanges, price adjustments & overall customer experience.
* Communicate company programs, special promotions and general inquiries in person and by telephone, while completing all operational tasks as required.
* Maintain market knowledge related to the competitive landscape including weekly promotions and utilizing the Internet and assortments to educate the customer.

**EDUCATION**

-Sheridan Institute of Technology and Advanced Learning, **Business Administration**, **January 2008 -April 2010**  ***~ G.P.A – 3.4 (85%)***

Topics included:-

* ***Accounting*** – Prepare, Present, and Record financial transactions in compliance with Canadian GAAP for sole proprietorships, partnerships, private enterprises, publicly accountable enterprises and non-profit organizations. Prepare individuals' and Canadian-controlled private corporations' income tax returns and basic tax planning in compliance with relevant legislation and regulation. Analyze and evaluate the impact of economic variables, legislation, ethics, technological advances and the environment on an organization's operations.
* ***Banking & Finance*** – Process and maintain financial records in compliance with relevant policies, procedures and regulations for individuals and/or organizations. Prepare and present financial information in compliance with relevant legislation and regulations. Analyze financial reports by applying financial mathematics and statistics.
* ***Human Resources Management*** ***–*** Produced documents with hands on application in legislation, job analysis, job descriptions, recruitment, selection, and performance appraisal. Co-ordinate and support the development, implementation, and evaluation of employee orientation, training, and development programs. Administer and communicate the organization's total compensation plan.

-St. Thomas Aquinas Secondary School, **Grade 12 Diploma**, **June 2004 (77%)**

**SKILLS**

Product Knowledge, Quality Focus, Problem Solving, Market Knowledge, Documentation, Listening, Phone Skills, Resolving Conflict, Analyzing Information

**PERSONAL DETAILS**

* **Date of Birth : 24/11/1986**
* **Nationality : Canadian**
* **Languages Known : English**

**EXTRACURRICULAR ACTIVITY:**

I played tennis at an advanced level and was ranked in the top 10 in the Under18 Canada rankings in 2004. I was ranked No.1 in Under-18 in the UAE from 2000-2003. I spent a year travelling and playing International Tennis Tournaments.

**References:** Available upon request