**Faith Iluwa**

**5 Paisley Boulevard East, Mississauga, ON L5A 1P3**

**(365) 324-1490** **faithiluwa1@gmail.com**

**OBJECTIVE:** Administrative Assistant with two years of experience optimizing productivity, efficiency, service, and quality across various environments and providing customer service and office support services.

**SKILLS HIGHLIGHT:**

* Customer Service
* Microsoft Office Suite
* Teamwork
* Telephone Reception
* Data Entry
* Scheduling and Calendar Management
* Organized
* Appointment setting

**EXPERIENCE:**

**ALTIS RECRUITMENT                 *COVID-19 Screener*December 2021 – March 2022**

**Etobicoke, ON**

* Completed COVID-19 screening questions with all individuals entering the building.
* Ensuring all individuals entering the clinics wear masks or hand out masks as necessary.
* Greeting staff, patients, and visitors.
* Ensuring all individuals use hand sanitizer before entering clinics.

**CONTACT POINT 360                    *Customer Service Representative*February 2020 – March 2022**

**Mississauga, ON**

* Participate in activities designed to improve customer satisfaction and business performance.
* Ensure that services rendered to customers are satisfactory.
* Providing exceptional customer service through the phone.
* Provides customers support by phone, email, or instant messages to customers.
* Tolerance for repetitive work in a fast-paced, high production work environment.

**PEACE HEALTHCARE SOLUTIONS            *Administrative Assistant*              December 2019 – November 2021**

**Brampton, ON**

* Audited payroll and service record books quarterly.
* Provided administrative services daily to clients such as payroll, allotment changes, and entitlements.
* Performed general administrative tasks such as handling emails, typing and filing.
* Maintaining a positive customer service approach to carrying out duties.
* Assisting in healthcare information request flow and documentation of such information requests following internal procedures.

**MCDONALDS                                        *Team Lead*           May 2018 – October 2019**

**Mississauga, ON**

* Delivered prompt, friendly customer service. Helped improve the satisfaction of customers.
* Analyzed guest feedback through all mediums, including website surveys, social media, and emails
* Front cashier/ cash handling. Never recorded cash register shortage.

**EDUCATION:**completing bachelor’s degree at Carleton University, set to graduate in 2023

**REFERENCES: Available upon requested**