

Mark HXXXX

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Summary of Qualifications

- +9 years' experience in Customer Service and received recognition for quality service
- 3 years experience supporting executive director developing and implementing strategic plans for the organization
- Excellent computer software knowledge including Microsoft Word, PowerPoint, Outlook, Excel, Windows applications, and GroupWise
- Familiar with Mac, Linux, and Window operating systems
- Familiar with programming languages, HTML and JAVA
- Strong written verbal communication skills; effectively bridging the gap between various units and teams working towards a common goal and
- +4 years providing desk side technical support in a fast-paced office environment using various software programs to prepare and format complex reports, charts, graphs and statistical data
- Enthusiastic team player, able to multitask and thrive in high pressure environments
- Knowledge of computer technology with ability to provide technical support with intricate PC hardware, installation and networking
- Professional telephone manner, experienced working with a record/retrieval system

Professional Experience

Program Facilitator/Youth Coordinator

Executive Assistant/Program Facilitator

April 2016 – Present

Willow Park Community Center | Toronto, Ontario

- Coordinated executive communications, including taking calls, responding to emails and interfacing with clients and funders
- Reviewed and assessed payroll and timesheets for employees to that they were accurate and the timely payment of wages
- Took meeting minutes and made memos of Committees meetings, maintaining a history of correspondence
- Established and maintained the social media of organization on various platforms where I expanded the reach of the center by promoting, advertising, and outreaching for the programs.
- Planned and Development unique youth programs and workshops focusing on life skills and the personal development, providing on-going support and feedback to participants and program staff
- Liaised between program/youth and community agencies/business, headed the volunteer/work experience program for 6 youth residing in group care
- Developed an entrepreneurial program where I select youth and taught them through workshops on how to develop a business plan and create a strategic work plan to utilize available resources efficiently

- Connected youth to events and mentors offering services beneficial to our entrepreneurial program
- demand to prepare future projects
- Dealt with incidents, problems and emergencies in a manner that complied with Divisional/City Policies and Procedures.

Customer Care Support

March 2011 – February 2013

Hydro One Networks | Markham, Ontario

- Prepared and initiated the billing of 84+ daily customers including remote community customers, to recover costs of electrical energy and other services provided
- Improved client satisfaction scoring 95% on external surveys by contacting over 45+ customers per day and external agencies to discuss, establish and record alternate payment arrangements, granting time extensions and issuing instruction orders
- Redesigned a record keeping system for our team project by Relayed information via a shared drive using prescribed methods
- Optimized business process by suggesting alterations to certain work manuals that were adopted and saved valuable work time
- Responded to over 50+ customer requests to modify existing accounts and services including upgrading or cancellation of services, final bills and underground locates per day

Education & Certifications

CompTIA A+

September 2017

Service Analyst Program

May 2017 – November 2017

NPower Canada | Markham, Ontario

14 week intensive in-class training on the fundamentals of computer technology support through PC installation, configuration, mobile device security, and networking

Public Administration & Governance (Econ)

September 2011 – March 2016

Ryerson University | Toronto, Ontario