

M A R I E - J O S É E B E L A S T N A M E

123 – 5443 Pinewood Drive, Ottawa, ON K2K 1K2

CELL (000) 000-0000 EMAIL :ACCOUNT@GMAIL.COM

CAREER OBJECTIVE

To obtain immediate employment where I can demonstrate my abilities and organizational skills to their highest potential.

Work in a place where there is a need for a variety of office management skills, including computer knowledge, organizational abilities, client services, and database program use.

SKILLS AND ABILITIES

- French comprehension and verbal skills
- Computer proficiency and ability to learn new software applications.
- Communicate effectively with staff/executives – Effective verbal/written communication skills
- Customer service-orientated
- Attention to detail, conscientious, dependable, courteous and punctual.
- Flexible availability and can work any shifts required.

EDUCATION AND CERTIFICATION TRAINING

HT Hospitality Training Inc., Ottawa, Ontario, 2012

- E-Merit Certification Training: Professionalism, Guest Relations.
- Business Protocols – interpersonal, career planning and recruitment skills training
- OTEC Service Excellence Certification, E-Merit Tourism Essentials Training
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Ontario Society of Medical Technologists, Ottawa, Ontario, 1999

- Medical Laboratory Assistant Technician Provincial Certification Training

Career Canada College, Ottawa, Ontario, 1997

- Medical Office and Laboratory Assisting Diploma
- Ottawa Experimental Farms – 4 month co-op placement in Animal Disease Research Laboratory

PROFESSIONAL WORK EXPERIENCE

Freelance Administrative Support Assistant for three different internet sites,

One, Two and Three Canada-

2014 to Present

- Providing administrative support in a variety of areas such as customer service via email, telephone and skype chat.

Concurrent with full time parenting-2008 to 2014

Administrative Assistant / Personal Assistant, Great West Life Assurance Company, Ottawa, Ontario – 2006 to 2008

- Worked in Disability Intervention Services.

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- Customer service over the phone, internet, data entry of prolific payments for provider reimbursements,
- assisting Medical Coordinator in booking of Independent Medical Consultations.
- basic letter preparation for provider and claimants,
- preparing IMC packages and document lists for courier to providers,
- processing Rehabilitation Consultant's mail, faxes, filing and photocopying. Professional office environment, fast-paced, attention to detail.
- Promoted to Personal Assistant to three Rehabilitation Medical Coordinators, looking after their clerical needs, medical billings and meetings.

Claims Examiner / Medical Receipts, Sunlife Assurance Company, Ottawa, Ontario – 2005 to 2006

- Customer service over the phone, internet, processing of retail prescription claims for claimants, data entry and research on particular coverage for prescription drug claims. Professional office environment, fast-paced, attention to detail.

Laboratory Assistant, A private named Laboratory, Ottawa, Ontario – 2001 to 2005

- Processed hospital blood bank orders in Ottawa and surrounding areas. Specimen handling and packaging, inventory checks of products and specimens insuring laboratory was clean and safe using WHMIS guidelines for laboratory safety.

References Available upon request.