

Sabrina C.

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QUALIFICATIONS

Respected administration and business support professional with notable experiences in banking, financial services, customer service, documentation systems, and new account development.

- **Identifies** urgent tasks and completes promptly. Manages time to prioritize organizational needs.
- **Trains and Develops** new staff to ensure compliance with organizational code of conduct.
- **Collaborates** with staff members to identify organizational needs and fulfill business requirements.
- **Communicates** effectively with management and entry level employees to support business operations.

Areas of Expertise:

Organization
Presentations
Leadership

Training and Development
Project Coordination
Client Relations

Interpersonal Skills
Administration
Business Support

PROFESSIONAL EXPERIENCE

CIBC, FINANCE MANAGEMENT SYSTEMS, Ottawa, ON

2010 – Present

Program Administrative Officer

- Manages program SharePoint sites, program handbook, and distribution lists.
- Coordinates and administer quality control for project delivery status material.
- Monitors risks, issues, and action items for the specialized programs.
- Documents minutes in program level meetings.

Selected Accomplishments:

- **Developed portfolio SharePoint site** – Documented licensing, job aids, and on-board/off-board activities.

CIBC, CAPITAL MARKETS AND SECURITIES OPERATIONS, Ottawa, ON

2005 – 2010

Workflow Coordinator/ Operations Specialist

- Supported the development of the Business Continuity Planning for US Wealth Management Operations.
- Developed and populated SharePoint site for staff information. Created and administered attendance tracking process. Produced and maintained staff allocation listings for various work sites. Assisted with the organization of accreditation security forms and recovery site.
- Ensured that department successfully fulfilled service level agreements.
- Performed as a liaison for New Account Processing with Contact Centre and multiple departments, to discuss issues, performance, and campaigns.
- Facilitated orientation sessions for new employees of the New Accounts & Documentation department. Trained new Direct Investing Service Representatives by presenting at Call Centers on the new account registration processes and client relation strategizes.
- Maintained inventory of all computers, phones, and office equipment.
- Coordinated staff/management schedules, vacations and attendance.

PROFESSIONAL EXPERIENCE, RBC CAPITAL MARKETS AND SECURITIES OPERATIONS *Continued...*

Selected Accomplishments:

- **2006 Annual Silver Award Winner of the Royal Performance Program** – Demonstrated the highest degree of customer service, effectiveness and client commitment during an RCMP investigation.
- **Decreased new account opening time from four to less than one hour** – Performed an in-depth analysis of the end-to-end account registration process and implemented process revisions, resulting in increased registration accuracy, eliminated touch points, and a simplified new account opening process.

RBC, CAPITAL MARKETS AND SECURITIES OPERATIONS, Toronto, ON

2004 – 2005

Investigations Specialist

- Exercised due diligence in following operational risk policies, procedures, standards and guidelines.
- Oversaw investigation process and ensured issues were resolved within satisfactory time periods.

Selected Accomplishments:

- **Decreased daily investigation average from 30 to 10** – Successfully addressed staff challenges and implemented account registration preventive measures.

ROYAL BANK ACTION DIRECT, Richmond Hill, ON

2003 – 2004

Supervisor Data Entry

- Supervised a group of 12 Data Entry Clerks.
- Motivated staff and ensured employees performed while adhering to mandated policies and procedures.

Selected Accomplishments:

- **Utilized employee management skills** – Managed staff training and development.

~ Additional work experience includes New Accounts Prelim Specialist at Royal Bank Action Direct ~

VOLUNTEER EXPERIENCE

- First Aid Provider on floor of over 200 individuals, 2004 - 2010
- Member of the Health and Safety Committee, 2004 - 2010
- Fire Warden on floor of over 200 individuals, 2003 - 2006
- Executive Assistant Eclipse International, 1998 - 1999

EDUCATION AND PROFESSIONAL DEVELOPMENT

CENTENNIAL COLLEGE, Toronto, ON

Diploma in Office Administration Executive, 1999

BRUNER BUSINESS COMMUNICATIONS INC., Toronto, ON

Effective Business Writing, 2007

RBC CAMPUS, Toronto, ON

Fundamentals of Privacy and Information Risk Management and Prioritizing for Greatest Impact, 2010 & 2009

RESCUE 7, Toronto, ON

Emergency First Aid with Heart Saver A, 2009