|  |  |  |  |
| --- | --- | --- | --- |
| **MOBEEN JANJUA** | | 1050 Stainton Drive, Unit 112  Mississauga, ON  L5C 2T7  Cell: 416 854 8328  E-mail: mobeenjanjua@hotmail.com | **0bb537a** |
| **AREAS OF EXPERTISE**  Office management  Administrative support  Account Payable/Receivable  Reconciliations  Database skills  E-commerce  Presentations  Customer service  Filing / archiving  Finance administration  Document management  IT skills  Research work | **CAREERS OBJECTIVE PROFILE**  Well organized, and proactive admin experienced, seeking a challenging long term rewarding career commitment at a growth-oriented organization, where I can turn my potential into performance with utilizing and augmenting my analytical skills and financial awareness. And also passion for a career with ability to establish good working relationships with range of different people with proven ability to generate innovative ideas and solutions to problems with ability to help define by company's direction to achieve goals.  **SUMMARY OF CORE COMPETENCIES**   * Excellent communication and interpersonal skills. * Quality service delivery. * Accounting fundamental and reports. * Proficient in computer operations including database and MS Office. * Presentation with strong work ethics. * Strong organizational, administrative and analytical skills. * Time Management. * Flexible with analytical approach to a given task. * Exceptional Client services. * Ability to work independently or as part of a team. * Strong commitment to confidentiality * Ability to work with minimal or no supervision at all. * Committed to high standard of job performance. * Strong attention to detail and no distractions when working. * Reliable, punctual and meet strict deadlines on time. * Quick learner and able to handle multi-task effectively.   **EMPLOYMENT RECORD**  **Accounting Officer Dec 2015-Onward**  **Scotiabank, Toronto, On**   * Providing administrative as well as customer support to the operations department and execute day-to day operations within assigned authorities and limits. * Take ownership to review working queues for determine application sequence and priority. * Update and monior loans, accounts, products and services to ensure balances and payments are up to date. * Reviewing and processing of daily overdrafts, delinquencies, annual reviews, lending advances/payouts etc. * Reduce business and custmer impact by analyzing situations and provide solutions to overcome obstacles * Reviewing internal correspondence, reports etc, promptly and accurately ensuring the message contained is clear to the reader. * Ensure all documents and data up-to date as possible within electronic filing systems. * Prepare, and update reports and data within database. * Locate and correct data entry errors, compile, code, categorize, calculate, and audite data. * Investigate, review, research, prepare and compare customer queries within system with source documents to resolve deficiencies and discrepancies within company standard procedures. * Investigated, returned and completed incomplete documents. * Verified information entering by customer and account data by reviewed, corrected, and combined data from different systems when account information is incomplete; purged files to eliminated duplication of data. * Maintain customer confidence and protect operations by keeping information confidential. * Performed and handled all other official and general administration duties include photo copying, scanning, faxing etc.   **Operation Administrative Jan 2013-Nov 2015**  **RBC Bank, Toronto, On**   * Provided administrative support to the Operations Department. * Reviewed and initiated Account Transfers requests of clients from various entities. * Ensured transfers processed accurately and in a timely fashion. * Provided support to other operations members and branches as defined in Service Level Agreements (SLA) • * Prioritized the daily tasks to ensured that quality service is provided and represent RBC in a professional manner at all times. * Supported in general administrative duties in the management of client accounts * Ensured all documents and data up-dated as possible within electronic filing systems. * Opened new accounts and closed accounts. * Located and corrected data entry errors, compiled, coded, categorized, calculated, and audited data. * Pocessed customer queries and reviewed account data with source documents for resolved deficiencies and discrepancies within company standard procedures. * Investigated, returned and completed incomplete documents. * Maintained data entry requirements by following data program techniques and procedures. * Verified information entering by customer and account data by reviewed, corrected, and combined data from different systems when account information is incomplete; purged files to eliminated duplication of data. * Performed and handled all other official and general administration duties include photo copying, scanning, faxing etc.   **Cargo/Material Handler Officer (Part Time) June 2010-Onward**  **FedEx, Pearson International Airport Toronto, ON**   * Baggage conveyers, sort cargos, load and unload luggage from the aircraft containers. * Move freight, stock, or other materials to and from storage or production areas, loading and unloading luggage from docks, and aircraft containers. * Follows copying protocol (copyright law, confidentiality, and careful handling of original documents). Sort mail, packages, copy products and stationary to assigned group/location per daily schedule. * Ensures that all packages received/delivered are shipped and/or delivered same day, or alternatively consigne with be advised of next day delivery. * Processes shipment request with vendor, advising package owner of arrangements and ensure all shipped packages are adequately protected against damage. * Collates sorts and organizes customer orders. And demonstrates consultative behaviors to ensure friendly, polite and expert service is delivered to all customers. * Performs multiple tasks at the same time.Troubleshoots routine equipment problems. * Checks daily and replenishes, if necessary, all mail and postage supplies. * Read work orders or receive oral instructions to determine work assignments or material or equipment needs. * Eligible in Dangerous Goods Acceptance and Live Animal Regulations an advantage. * Pack containers and re-pack damaged containers. * Record numbers of units handled or moved, using daily production sheets or work tickets. * Ensuring that all cargo is kept safe until time to load. * Ensuring that the cargo is moved to where it ought on time. * Weighting the luggage before they are loaded. * Preparing shipping orders for the goods. * Tagging the luggage for easy identification as to the specific destination of the luggage. * Performed other duties as assigned by the company. Observe safety always while handling baggage to prevent occurrence of accidents.   **Senior Administration Officer Jan 2012-Nov 2012**  **Laurentian Bank of Canada, Toronto, Ontario**   * Provided administrative and operational support to various departments and participates special projects. * Reviewed, arranged, and processed documents and reports from other departments and branches. * Converted clients account applications i.e. Cash, RSP, Saving etc. from old version to new version. * Investigated, compared and reviewed data with source documents and using different databases for conversion files. * Consisted of conversion submission created and approved conversion files. Also assisted in the completion stage of converting client files to new on-line applications * Detected and escalated discrepancies. * Maintained, processed, sorted and compiled database records for verifying for accuracy according to AML. * Maintained logs of activities and completed registrations. * Maintained client files, ensures efficiency in retrieving documents, and archives closed files for easy accessibility. * Ensure satisfactory reconciliation of files. * Researched, prepared, processed, balanced, reconciled, and ensures quality control of all financial and non-financial transactions for clients. * Processed client documents according to the procedure and policies. * Performed the daily operations of the mortgage center in the areas of documents pulling, and stocking. * Attach security tags as per Loss Prevention Standards. * General Office Administrations duties including data entry and maintain the file room. * Provided work support and guidance to other team member, whenever they need help. * Performed other general administration duties include photo copying, scanning, faxing etc.   **Supplier Representative 2011-2012**  **Moneris Solution Canada, Toronto, ON**   * Processed/Inputted of financial data into company various databases including collections, rejected fees and merchant financial entry billing. * Verified that transactions comply with financial policies and procedures. * Organizing and arranging all important documents and filing them in accordance to their authority. * Prepared, verified, and processed invoices and coding payment documents. * Prepare batches of invoices for data entry. * Data entry invoices for payment and processed backup reports. * Prepared vendor cheques for mailing and prepared list of all vendor cheques for the log book. * Also prepared manual cheques. * Maintained listing of accounts receivable and payable. * Maintain updated vendor files and file numbers. * processing invoices, delivery dockets and receipts. * Print and distribute monthly financial reports. * Check errors reports and made corrections where required. * Make assurance the incumbent must ensure department SLAs met. * Reviewed documents and putting the accurate info into the related databases. * Provided efficient and high-quality services to business partners and the unit. * Monitoring inventory, office stock and ordering supplies as necessary. * Received In-bound and made Out-bound Calls.   **ACADEMIC QUALIFICATIONS**  **April 1999 – Oct 2001 University Of The Punjab**  Master in Economics  **April 2009 – Oct 2003 International University Of America**  MBA -IT    Diploma in Computer Applications from Govt. Murray College  **Certification Courses**   * Anti-Money Laundering and Anti-Terrorist Financing Awareness Training (RBC). * Combating money Laundering and Terrorist Financing Training. * RBC code of conduct and Power of Attorney. * Certification Course of “Customer Service Procedure” * Certificate of [Workplace Hazardous Materials Information SystemHYPERLINK "http://www.hc-sc.gc.ca/ewh-semt/occup-travail/whmis-simdut/index-eng.php" (HYPERLINK "http://www.hc-sc.gc.ca/ewh-semt/occup-travail/whmis-simdut/index-eng.php"WHMISHYPERLINK "http://www.hc-sc.gc.ca/ewh-semt/occup-travail/whmis-simdut/index-eng.php")](http://www.hc-sc.gc.ca/ewh-semt/occup-travail/whmis-simdut/index-eng.php).   Personal & Professional References Available Upon Request | | |