

HAILEY CHEN

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959 Rambleberry Ave Pickering, ON



SUMMARY

Reliable and results-oriented professional with a strong background in administration and customer service. Known for strong organizational skills, attention to detail, and the ability to multitask in fast-paced environments. A collaborative team player with excellent communication skills and a commitment to continuous improvement.

EDUCATION

Humber College

Children's Mental Health - Certificate
2019 - 2021

Coursera, From Excel to Power BI

Oct 2023

Coursera,

Getting Started with Microsoft OneDrive
Oct 2023

Coursera,

Getting Started with Microsoft OneNote
Oct 2023

SKILLS

- Proficient in Microsoft Word, Excel, and PowerPoint
- Skilled in Microsoft Teams, One Note, and SharePoint
- Scheduling and Calendar coordination
- Data entry & Record keeping
- 85WPM in excellent keyboard typing skills

PROFESSIONAL EXPERIENCE

Community Coordinator

Mattamy Homes | November 2023 - Present

- Answer all telephone calls and/or emails and respond to homeowner warranty related inquiries
- Coordinate and schedule homeowner warranty visits (30 day, Year End, etc). Follow up to ensure homeowner satisfaction with completed work
- Prepare, print and monitor reports for review by the Warranty Management
- Maintain all warranty service requests in JDE systems
- Coordinate service orders with trades and ensure sign offs are received from trade partners and homeowners
- Collect timesheets, prepare payroll in the HRIS system and submit to head office

Pro Shop Attendant

Deer Creek Golf Course | July 2023 - September 2024

- Manage daily sales activities including reconciliations through POS system
- Tracking of club rentals and demos using MS office
- Answering telephone and booking tee times as well as customer inquiries
- Manage open and closing of Pro Shop

Receptionist

Mercedes Benz Durham | August 2022 - May 2023

- Handled and organized weekly covid testing
- Communicates with inquirers and visitors in a professional, friendly, and effective manner
- Operates a multi-line telephone. Answers incoming calls quickly and in a courteous manner
- Prepare all outgoing mail/packages
- Welcome customers visiting the showroom and inquiries as to the purpose of their visit
- Records data in a customer tracking system and prepares weekly reports on potential customers for management review data using pivot in excel
- Resolving discrepancies found by working with vendors ensuring charges are correct and customers are billed appropriately

Facility Attendant

City of Pickering | November 2019 - November 2022

- Demonstrated working knowledge of safe operation and maintenance of cleaning equipment and use of chemicals and waxes required to clean, polish, and sanitize City Facilities
- Created action report and effective communication with cross functional teams such as Parks & Recreation as well as Administration
- Ability to work independently on assigned duties under minimum supervision
- Ability to acquire knowledge of the standard methods, material and equipment employed in the care and maintenance of the City Facilities
- Good interpersonal, leadership, decision making, organizational, communication and customer service