

SITA PABLA

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CAREER OBJECTIVE:

To secure a career opportunity within a challenging stable and healthy work environment where I can fully utilize my diverse skills and experience by contributing towards the company's growth & success.

SKILLS AND ABILITIES:

- Diverse experience in administration, payroll, accounts payable/ receivables, collections & risk management
- Exceptional communication & people skills, ability to organize, prioritize, delegate & meet deadlines.
- In charge of internal auditing of Auto Mfg. manuals for production, tool shop & engineering departments
- Compiled, managed & submitted monthly union reports for two collective agreements, prepare excel reports.
- Train employees on new software programs & job training, calendar management, remote work experience
- H/R Support, telephone interviews, check/confirm references, set up & maintain H/R employee files.
- Health & Safety Support, maintain Health & Safety manuals for job sites, utilize effective time management.
- Established & developed great working knowledge & experience in Supply Chain, Auto Manufacturing, Transformer Manufacturing, Boilers/Baseboards Manufacturing, Construction Industry, Property Management, Recycling stewardship, Transportation, Finance Industry, Insurance Industry & Retail Environment
- MS Word, MS Excel, MS PowerPoint, proficient working experience on "Customer Portals" QuickBooks Pro, MS Outlook, ACT, TDL, DOS, MYOB, OPICS, Goldmine, CRM, SAP, Sage ACCPAC

PROFESSIONALEXPERIENCE:

Buchanan Global Ingredients

Jan 2018-Present

Administrative Assistant/Customer Care

- Responsible to enter & setup purchase orders & sales contracts into system, promptly email out to customer & suppliers.
- Post & reconcile customers payments in Sage, prepare bank deposits & manage physical bank run.
- In charge of maintaining accurate log of all incoming/outgoing samples in office. Manage sample preparation & labelling with required QA documentation to send out to customers. Maintain & manage office sample library.
- Provide exceptional customer service to suppliers/customers, prepare all month end customer reports in timely manner.
- Check & approve COA's against Supplier specs & product labels, upload to Call Offs, Calendar Management.
- Invoice all customers in Sage promptly & accurately, enter all invoice data into inventory log & maintain accuracy for month end reconciliation. Upload customer invoices into customer platforms/portals for payment.
- Communicate with all levels of management/customers/suppliers, prepare & setup procedures for job functions/tasks.
- Provide Health & Safety Support, maintain updated H/R emergency contact records, provide job training & orientation.

CCEI Enterprises Inc.

Nov 2012-Sept 2017

Administrative Assistant

- Managed a wide range of sensitive, confidential administrative functions, provide support & calendar management.
- Maintain & update customer records, input invoices, update & log supplier data base, work on customer portals.
- Apply/reconcile cheque & EFT payments on SAP, H/R Support/file maintenance, employee orientation.
- Log & track daily office attendance/vacation record, produce monthly attendance & vacation record reports.
- Communicate with all levels of management/employees/clients/visitors & suppliers, check & verify references.
- In charge of "Corporate" customer account collections, conduct internet research for marketing department.
- Provide exceptional & courteous "customer service" to clients/visitors/inspectors/suppliers, handle bank runs.
- Draft & send out employment offer to new employees, set up/complete/ maintain all employee files, mentor employees.
- Coordinate & set up marketing appointments/update schedules, order office supplies, provide employee training.
- Create sales orders & shipping documents, match invoice/packing slips, set up quotes/sales agreements.
- Pull/Monitor WSIB Clearance Certificates/employee safety certificates, order COI for contracts, open & close office.

Payroll Administrator/Administrative

- Prepared & submitted monthly union remittance reports for two collective agreements before deadlines.
- Process payroll & setup union trade sheets on a weekly basis as per union agreements & submit in a prompt manner.
- Compile/keep accurate monthly labour cost & material cost data on spreadsheet reports, provide H/R Support
- Provide exceptional customer service to employees/contractors/trades & union representatives. Manage union inquiries.
- In charge of handling & dealing with suspended members, notify site supervisor immediately for corrective action.
- Review & handle union discrepancies, set up & maintain accurate H/R files, accounts payables, order office supplies.
- Prepare, submit & track garnishments to CRA & Family Responsibility Office, prepare bank deposits & do bank runs.
- Responsible for monthly union dues deduction & collection of arrears, draft employment letters & reference letters
- In charge of tracking & maintaining contractor/subcontractor earnings on excel sheets on weekly & monthly basis
- Write up/handle "WSIB" incidents on Form 7's related to work sites, setup templates for maintaining accurate records.

Lucky Star Limousine**April 1999-Oct 2005****Administrative Assistant**

- Set up & implement templates for contracts/documents/projects, oversee all confidential information & references.
- Manage office & driver attendance records, maintain updated employee information, provide employee orientation.
- Draft & proofread documents/letters/contracts with accuracy, accounts receivable, invoice entry, meet deadlines.
- In charge of setting up/drafting/implementing office procedures to improve efficiency, provide employee training.
- Handle inventory control, purchase orders, draft, set up & review contracts for accuracy, set up for trade shows.
- Greet & provide exceptional customer service to clients & vendors, mentor & train employees, self disciplined.
- Review, reconcile & post payments accurately on accounts, order office supplies, provide supervision.
- In charge of corporate accounts & collections, process weekly payroll, assist & resolve customer complaints.

Halifax Insurance Co.**July 1990-April 1999****Commercial Lines Assistant Underwriter**

- Provided on the job training & mentoring to employees for new system & program implementation.
- Determined acceptability of individual risks offered by brokers to help produce & meet company's financial goal, provide exceptional customer service to brokers, provide employee training.
- Developed exceptional communication & people skills by dealing with brokers/clients.
- Review, set up, enter & process endorsements promptly, prepare/proofread outgoing correspondence.
- Enter new business applications & provide administrative assistance to senior underwriters.
- Contribute towards retention of business by providing exceptional and prompt customer service.

EDUCATION:

- Life Licence Qualification Program (LLQP) - (Sept 2015)
- C11: Principles and Practice of Insurance
- Crime & Fidelity & Depositor's Forgery- (In house courses)
- Mentoring, Training & Leadership Interaction courses
- New Systems Implementation/testing/training- (In house courses)

Bilston College of Further Education**Bilston, United Kingdom**

- Business Administration, Communication Studies- completed.

INTERESTS & HOBBIES:

- Yoga
- Weight Training
- Hiking
- Reading

REFERENCES AVAILABLE UPON REQUEST