

Faven Worku

SKILLS

- ❖ Expert in all Microsoft and Google Applications.
- ❖ Excellent clerical skills including data entry, file organization & record keeping.
- ❖ Payroll and schedule processing.
- ❖ Sales, Cash handling, POS & billing experience.
- ❖ Phone Etiquette, drafting correspondences, faxes and e-mail.
- ❖ Customer service abilities in multiple job settings.

EXPERIENCE

ADMINISTRATIVE ASSISTANT IV, AHS Alberta Hospital & RAH N.I.C.U May 2021 – Current Date

- ❖ Utilized the ESP staff scheduling application to manage and optimize personnel schedules, ensuring compliance with AHS policies and collective agreements.
- ❖ Effectively filled immediate shifts and pre-booked staff in vacant shifts caused by staff vacations, leaves of absence, and illnesses, enhancing operational efficiency.
- ❖ Anticipated staffing needs and proactively informed management of shifts requiring attention, contributing to an improved hospital experience for patients and staff.
- ❖ Entered payroll and timekeeping data accurately, provided detailed scheduling reports, and compiled statistical information to support organizational objectives.
- ❖ Developed and maintained trusted relationships with clients, and staff members ensuring effective communication and a patient-focused approach to scheduling.
- ❖ Assisted in the training and orientation of new staff, fostering a collaborative work environment.

WELLES COORDINATOR , AMPLIFIED WELLNESS , 4990 92 Ave NW #104 Sept 2024 – Current Date

- ❖ Greeting patients as well as returning all phone, text and e-mail inquiries using the CRM software.
- ❖ Booking appointments for new and current clients while managing patient files/progress using the Jane software.
- ❖ Sending out appointment confirmations, follow ups and ensuring all moved or cancelled appointments are rescheduled.
- ❖ Closing/ opening procedures alongside reporting KPI's and daily clinic sales.
- ❖ Coordinating with Doctors and Nutritionist schedules ensuring the flow of the clinic
- ❖ Direct patient care, setting up clients in treatment beds.

RECEPTIONIST, HAIR CLUB , SunLife Financial Building May 2020 - May 2021

- ❖ Managed all front desk operations, including greeting and assisting clients, managing phone calls, scheduling appointments & maintaining client records
- ❖ Increased locations company product sales, processed sales transactions and billing
- ❖ Placed orders for products and managed inventory
- ❖ Coordinated with Stylists and management to arrange appointments, new intakes & the referral program
- ❖ Cleaned and tidied the front desk, stock and visitor area

CONTACT INFO

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EDUCATION

- ❖ **ARCHBISHOP MACDONALD
HIGHSCHOOL , Edmonton, AB-**
Received my Highschool
Diploma while taking all 30
level dash 1/honors courses
- ❖ **NORQUEST COLLEGE ,
Edmonton, AB**
Open Studies

CERTIFICATIONS

- ❖ **NAIT, Edmonton, AB -**
Completed CCTO813 Office
Technology Certificate
- ❖ **AGLC - Proserve**
certification

REFERENCES

Available upon request