GANKA GUGOVA

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**PERSONAL SUMMARY**

Motivated, energetic, result oriented professional. Approachable, efficient able to establish outstanding relationships with a range of different people. Solid Administrative / Clerical, Admissions, Customer Service and Sales background. Strong background in MS Word, Excel, PowerPoint and Outlook. Languages: English, Bulgarian and Macedonian.

 **EXPERIENCE**

**Office Clerk /** Contract

Damage Prevention

Toronto Hydro-Electric System Ltd

715 Milner Scarborough March 2018 -April 2020

* Demonstrate professional, friendly and cooperative attitude.
* Accountable for admin -clerical duties in damage Prevention department.
* Performed data entry on daily bases.
* Filing, labeling, photo coping and scanning.
* Create, maintain and update LSP-contractors contact list.
* Accountable for- Civil Contractors Obtaining Hydro locates folders.
* Supported monthly audits process.
* Create and submit VPN Requests for external users.
* Create and maintain excel sheet wilt external users’ names and logs.
* Communicate with Ontario One Call on daily bases in regards to late tickets and All -one call complaints.
* Follow up with LSP - regarding ticket status.
* Support Alternate Locate Agreement - ALA THESI, THESL and Self Locating Agreements- SLA Process.
* Responsible for sending / receiving THESI and THESL forms between companies and Toronto Hydro Legal department and COI
* Accountable for ALA files and charts and excel sheets up to date.
* Handle time-sensitive material like, data, info and confidential packages.
* Maintained safe and pleasant work environment.
* Obey all safety procedures.
* Attend general and safety meetings.

**Office Administrative Assistant**

Newcastle Aluminum INC

Toronto ON March 2017 - March 2018

* Monitored general office operations.
* Answered, and directed phone calls.
* Reception (greeting and handling walk-in customers and visitors).
* Received, sent, forwarded and directed emails and messages.
* Schedule, appointments &meetings-Outlook calendar.
* Handle inquiries and incoming work requests.
* Update and maintained general databases, customers & suppliers list Excel sheets.
* Filing and labelling customers, vendors and suppliers files.
* Worked with personal and private information in a professional manner.
* Photocopying, scanning and faxing.
* Coordinate office workflow, daily and weekly work hour's Excel sheets.
* Handled and petty cash.
* Ordered supplies -office, reception, kitchen.
* Kept office reception and kitchen area neat and tidy.

**Admission Counsellor**

Academy of Learning College

Scarborough Campus

Toronto ON May 2015 – Jan 2017

* Represent and promote the institution in professional manner.
* Admissions and Recruiting.
* Communicate with leads, potential students, students, facilitators, management and instructors.
* Daily lead phone calls, emails and follow up.
* Provide information regarding courses, policies and procedures.
* Guide applicants through the applications and admission process.
* Assist students with filling out forms and making appropriate career choices explain the course outline, length of the course and diploma program.
* Set up appointments and interviewing students.
* Create, maintain, update and audit students' files to meet MTCU requirements.
* Conduct campus tours to familiarize potential students with the campus.
* Answer questions regarding OSAP, Second Career, academic programs, course outlines and financial aid eligibility.
* Experience in providing service and working with First Nations.
* Take and answer questions over the phone and email.
* Organized, planned, conducted and implemented Open House events and sessions.
* Recruiting and follow up with current students and potential students.
* Enroll students, punching data, information, updating student files.
* Community outreach and follow ups with agencies and employment services offices.
* Hosted an open house events and kiosk "display area" in local molls to promote the institution and recruit students.
* Worked closely with the students, instructors, facilitators and campus director.
* Attend meetings, workshops and orientation sessions to promote the instruction
* Worked with people who have special needs.

**Assistant Store Manager**

Norma Reed-Boutique- Fairview Mall

Toronto ON Oct 2009 –Jan 2014

* Sales.
* Customer Service.
* Administrative and Clerical support.
* Inventory.
* Receive, screened, selected resumes to support hiring process.
* Responsible for all incoming outgoing phone calls, emails, messages, mails, rent cheque, utility bills/payments.
* Start and close transaction terminal bank machine, monitored receivables and bank deposit procedures.
* Prepared bank deposits, make bank deposits, phone payments, lay ways, and special orders.
* Accountable for inventory, merchandising and supply.
* Maintained and update files, entering data and information, preparing weekly and monthly reports.
* Worked with private and confidential data in professional manner.
* Worked with inventory/stock of value ranging to $900,000.
* Assigned team responsibilities and schedule.

**EDUCATION AND ACHIEVEMENTS**

CDI College 2014- 2016 University of Varna 2000 - 2005

Business Administration Bachelor’s in science -Juridical Faculty Criminology

(Graduate with Honours) Criminality Counterforce Public Peace and Safeguard

Toronto ON Canada Bulgaria, Europe.