

Nadia Abdulla

40 Staten Way

Ottawa, Ontario, K2C 4E5

Tel: (613)859-9786

Email (Personal): nadia-abdulla@live.com

Email (Government): nadia.abdulla@phac-aspc.gc.ca

EMPLOYEE PROFILE

- Long-standing customer service experience translates into impressive personal sales record
- Effective interpersonal skills founded on an ability to quickly understand and respond to client needs
- Professional writing and research undertakings align with in-depth content and data analysis capabilities to inform dynamic presentations for discussion or recommendations based on findings
- Computer literate and adaptable to new and emerging technologies and applications (including Microsoft Suite apps such as Word, Excel, PowerPoint, Outlook and Quickbooks, amongst others)
- Provide coaching, mentorship and training to new hires as part of an employee development program in both the customer service and sales environments
- Proficient in English, Arabic, Intermediate in French.
- Secret Security Clearance and eligible for Top-Secret Security Clearance

ACADEMIC EXPERIENCE

Bachelor of Arts Honours;

September 2015 – December 2019

Major in Childhood and Youth Studies, Minor in Psychology

Carleton University, Ottawa, ON

- Degree obtained in December 2019.

WORK EXPERIENCE

Executive Correspondent Officer (Indeterminate)

August 2021- Present

Public Health Agency of Canada – Ottawa, ON

- **ANALYTICAL:** Analyzed documents for quality assurance regarding a variety of different public health and COVID-related issues, delegated all correspondents accordingly based on the document provided to appropriate centres. Entered in each correspondents information in excel tracker to follow each step file is being worked on.
- **ADMINISTRATIVE:** Administered and maintained the HSRO-VPO e-mail inbox, delegated correspondents to appropriate teams and divisions in a timely manner; filed and organized emails to maintain an easily accessible inbox. Saved all necessary documents into specific folders in y-drive.
- **RESULTS-ORIENTED:** Prepared list of Ministerial Correspondence and MP Requests for policy analysts to review in a priority list. Help to prepare approval table for Vice Presidents. Reported to Chief of Staff and Manager with updates on work and assignments being worked on, ensuring we meet all deadlines.
- **TEAM-ORIENTED:** Worked closely with colleagues to ensure communication regarding tasks, deadlines. Constant communication with stakeholders to ensure they have been provided everything they need to complete assigned tasks and reminders ensuring they meet appropriate deadlines.
- **TIME-MANAGEMENT:** Managed and maintained material on the tracker in excel to ensure all tasked work and deadlines are met on time and we're able to send reminders using features in excel to see what is a priority.

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Administrative Officer (Casual)

March 2021- July 2021

Public Health Agency of Canada - Ottawa, ON

- **ANALYTICAL:** Analyzed documents for quality assurance purposed to security forms to be ready for submission; identified gaps in the Point of Entry (POE) tracker for action
- **ADMINISTRATIVE:** Administered and maintained the Borders e-mail inbox to route tasking e-mails to corresponding teams and divisions; filed and organized candidate files on the Y-drive; submitted and ensured confirmation for all hires through various staffing callouts and regional office callouts; populated the POE tracker and the Human Resources (HR) tracker with relevant information; drafted casual employment offers for new hires; and created tickets for new hires to obtain their work tablets and cellphones
- **RESULTS-ORIENTED:** Prepared priority lists by quality assuring files from staffing callouts coming regions and ensured files are submitted accurately; consulted with HR for missing information to ensure accurate submissions; and liaised with the Agency to ensure accuracy of HR data
- **CLIENT-SERVICE:** Liaised directly with clients as well as the Ontario regional office to follow up and provide information on their security; ensured that Government of Canada standards are maintained when communicating with candidates; and liaised with hiring managers to obtain information from the candidates
- **TEAM-ORIENTED:** Worked closely with colleagues to ensure communication regarding candidate files are shared with each other
- **TIME-MANAGEMENT:** Met tight deadlines to ensure files are completed in a timely manner

Sales Specialist

November 2017 – Present

Apple Inc.– Ottawa, ON.

- **ANALYTICAL:** Conducts analysis based on individual needs to match clients with products and services. Additionally, ensures that it corresponds with their current and future technological needs based on personal financial capital and propensity for company profitability
- **ADVISORY:** Provides advice to stakeholders regarding Apple Inc. products, programs and incentives to align customer needs with serviceability
- **PROBLEM-SOLVING:** Addresses client complaints (in person, by telephone and/or in writing) by clearly articulating identified gaps, and proposing and negotiating solutions that are mutually beneficial to the client and the company
- **RESULTS-BASED:** Works with clients to understand expectations and meet technological demands by sharing knowledge of available Apple Inc. products and programs while working to achieve and surpass company sales targets
- **CLIENT SERVICE:** Troubleshooting, and technical support to Apple customers by phone, chat, and email. Builds and maintains collaborative relationships with other company personnel and leverages these to more effectively manage client expectations and provide a positive service delivery experience
- **ADMINISTRATION:** Manages itemized vendor deliveries and verifies these against existing orders to ensure products are delivered to clients by way of matched packing slips

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Sales Consultant

June 2016 – November 2017

Pandora Jewellery – Ottawa, ON.

- **ANALYTICAL:** Conducted needs analysis in order to understand the requirements of the client. Identified which line best suited the client and ensured they have the right product
- **ADVISORY:** Managed layout of the store in accordance to the requirements of head office to ensure company policy was implemented
- **ADMINISTRATION:** Managed employee work schedules taking into account high volume hours, vacation time, and store requirements
- **PROBLEM-SOLVING:** Handled client complaints and ensured that the client left satisfied with the solution
- **RESULTS-BASED:** Surpassed company sales targets, while maintaining top three in sales. In addition, assisted other staff and coached them on how to meet their sales targets

Office Administrator

January 2015 – January 2018

United General Contractors – Ottawa ON

- **ANALYTICAL:** Handled bookkeeping needs for UGC including A/R and A/P management and bank reconciliation including collections and closing of accounts thereafter
- **ADVISORY:** Ensured estimates and bidding presentations are completed, and submitted to the desired project
- **ADMINISTRATION:** Generated progress and completion invoices in a timely fashion
- **SCHEDULING MANAGEMENT:** Managed project weekly, monthly, and quarterly workflow through the development of our own project management tool in Excel
- **COMMUNICATION:** Communicated daily tasks to all subcontractors with location, and daily completion targets
- **PAYROLL AND RECONCILIATION:** Managed salaries by capturing the time worked by each trade and ensured that cheques were delivered at the agreed upon date

Event Planner (Seasonal)

January 2015 – Present

Ottawa, ON.

- **ANALYTICAL:** Conduct pre/post-event evaluations, lessons learned, and best practices
- **PLANNING:** Plan, design, organize, and produce events (birthday parties, baby showers, bridal showers and weddings) while managing all project delivery elements within time limits
- **COMMUNICATION/CLIENT SERVICE:** Contact necessary vendors and implement step-by-step procedures to ensure a successful event
- **MANAGEMENT:** Facilitate and manage all event details such as décor, catering, entertainment, location, invitee list, equipment, etc.
- **PROBLEM SOLVING:** Proactively handle any arising issues and troubleshoot any emerging problems

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VOLUNTEER EXPERIENCE

Volunteer Coordinator and Teacher Assistant, Saturday School

September 2013 – June 2015

Sir Winston Churchill Public School, Ottawa ON.

- Served on a board responsible for overseeing the interviewing and hiring process for volunteers
- Monitored volunteers' attendance according to established schedules and was responsible for reporting assigned tasks
- Served as teaching assistant for grades JK (Junior Kindergarten) to grade three (III)

Summer Camp / After-School Camp Councillor

June 2011 – June 2015

Greenboro Community Centre, Ottawa ON.

- Created educational workshops and activities appropriate for children from JK to grade eight (VIII)
- Ensured health and safety protocols were adhered to (overseeing nutrition necessities while avoiding possible allergens specific to each child in care)
- Assisted with the development of programs tailored to children with special needs

REFERENCES

Professional and academic references are available upon request