

# ERFAN AHMED

4012 Slocan St, Vancouver BC V5R 1Y8

(587) 590-0388 | erfana@ualberta.ca

## EDUCATION

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### The University of British Columbia

*Bachelor of Arts and Sciences in Psychology: Research Psychology*

Vancouver, BC

December 2019

- Relevant coursework: Organizational Behaviour, Communications, Project Management

## SUMMARY

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Detail-oriented, responsible and committed professional with 6 years of work experience and a great ability to engage in teamwork towards a common goal or objective. My leadership and positive attitude allow me to take a consultative approach to understand that communication is critical in obtaining success within a team-oriented environment. I have also acquired project management education that I will be using towards gaining a Project Management Professional (PMP) certification.

## HIGHLIGHT OF SKILLS

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- **Soft Skills:** Team Leadership, Communications, Project Management Skills, Strong Interpersonal Skills, Problem-Solving, Analytical Skills, Time Management
- **Technical Skills:** Microsoft Office, Adobe CSS, Sage, CRM, Digital Marketing
- **Languages:** English & French

## WORK EXPERIENCE

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### Change Healthcare, TEKsystems

*Information Technology Consultant (Contractor)*

Richmond, BC

November 2019 – December 2019

- Implement policies and awareness throughout the software development life cycle by mitigating risk and conducting reviews to assess quality assurance practices, software products and information systems
- Communicate with current clients regarding recalls and providing technical support and technologies associated with IBA Software

### Insurance Corporation of British Columbia (ICBC)

*Broker Relations Coordinator*

North Vancouver, BC

April 2019 – August 2019

- Providing guidance and information on issues such as licensing and insurance matters and assisting with the implementation of new insurance services and initiatives.
- Routinely access computer databases and reference manuals to research and obtain required information to mediate efficient communication.

### UBC Department of Athletics & Recreation

*Project Worker in Marketing*

Vancouver, BC

September 2018 – April 2018

- Implement communications with traditional, digital and social media to achieve business objectives.
- Manage accounting budget and Design promotional posters and signage with Adobe InDesign and CSS.

### Studentcare Health & Dental (ASÉQ)

*Member Services Coordinator*

Edmonton, AB

August 2016 – May 2018

- Respond and handle confidential health claims and investigate high volume of complex cases in accordance with company policies.
- Coordinate insurance health benefit policies for all major post-secondary institutions in Western Canada

### TD Bank Financial Group

*Customer Services Representative*

Edmonton, AB

January 2013 – April 2015

- Provide superior customer services to customers and potential customers, giving in detail explanations about products and services available to them.
- Responsible to maintain a consistent sales revenue statistic per shift and provide finance advice such as providing guidance for opening TFSA's, RRSP's, RESP's, mortgage applications and lines of credit.

## VOLUNTEER/EXTRA-CURRICULAR EXPERIENCE

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### Carrie Brown Management Ltd.

*Team Leader*

- Responsible for leading team members in an efficient and effective manner and ensure safety among music festival patrons.

### Elections Canada

*Deputing Returning Office & Poll Clerk*

- Responsible for the delivery and control of federal electoral events within the Vancouver-Kingsway appointed electoral district.