

ERFAN AHMED

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EDUCATION

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

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

- **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

Change Healthcare, TEKsystems

IT Consultant (Contractor)

Richmond, BC

November 2019 – December 2019

- Assess physical and technical security risks to data, software and hardware
- Develop and implement policies and procedures throughout the software development life cycle by mitigating risk and conducting reviews to assess quality assurance practices, software products and information systems

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

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.