Carmen Ciubotariu K1V 6S2 613-247-0188 (home) 613-325-0188 (cell)



Good knowledge in data entry and data analysis (files, administration, research); training, writing procedures and reports, implementation and optimization in customer satisfaction. Practical analytic style (research, structure and/in compilation of data, synthesis of results), with strong customer service skills, which ensure that objectives are met and deliverables meet the submission deadline.

Proficient in RDIMS, SharePoint, gcdocs, Microsoft Teams and Microsoft 2010 suite, Adobe Pro.

# Summary of Qualifications

* Client service oriented ● Quality Control
* Self-motivated ● Inventory control
* Regulatory analysis ● Reliable Data Entry
* Management skills ● Flexibility
* Intercultural sensitivity ● Always helping

**SECURITY CLEARANCE INFORMATION**

| Name of individual as it appears on security application form: | CARMEN CIUBOTARIU |
| --- | --- |
| Level of security clearance obtained: | SECRET II |
| Validity period of security clearance obtained: | Expiry date is 1/19/2028 |
| Security screening certificate and briefing form file number: | Clearance file number is 95715382. |
| Date of birth: | 17-07-1967 |

# Professional Experience

**Digitization for Documentation clerk, at XEROX, for CMHC June 2021– April 2022** Communications with clients and suppliers, document digitization (scanning and indexing with fi-6770) for insurance, house ownership and mortgage judgments, file classification and Service for Documents Request ISDR).

**Have taken and graduated the Certificate for Administrative Assistant January-May 2021**

CEPEO-Ecole Carrefour- Centre des écoles Publique de l’Est d’Ottawa

## Administrative assistant for Printshop and Mail Room November ‘20 – January 2021

Communications with clients and suppliers, Purchase orders, Data entry in templates, Invoices and Service reports, Courier payments and pickup arrangements, paper delivery for building printers; created and produced emergency booklets, greeting cards for 2020 Holidays and ceremonies of long term service.

**Project Coordinator in Evaluation reports of ADM(RS)-DND-NDHQ-Carling Jan –Nov 2020** Communications with lines of business L1’s and Review Committees for Evaluation progress status reports (bianual), handled large pivot tables and Business Intelligence dashboards for review Committees, trained in PowerData of Office 365 and Large Data Analytic ToolsCasual from August to November 19th.

## Quality Engineering Testing Unit of DND-Materials-Gatineau April-August 2019

Communications with clients and suppliers, Purchase orders, Data entry in templates, Data retrieval and comparison of files (VLOOKUP and pivot tables in Excel 2010), room arrangements for media, technical reports, review of publications-summaries, cleanroom maintenance, records keeping for multiple clients and data organisation in SharePoint and GCdocs, C-C-E in French, secret clearance, Canadian citizen since 2000.

Technical projects: go in TEMMIS, identify item to be calibrated, request group leader to create task in Share Point, once created, retrieve client’s request, store, prepare TEMMIS work order no and list necessary test tools and conditions, set project as Started, In Progress, Paused if a device needs repair, Finished, submit to project closure in TEMMIS, edit (Microsoft Office-Word, Excel, picture transfer to insert in Word doc, numbers certificate template with new test results, sign and submit for signature to manager, scan all documents in a file that is saved according to filenaming protocol, in Shared Folders to which manager gave access in day 1 or start date of contract.

## Invoice and Data Entry/ Payments clerk for Health Canada-Indigenous Coverage Jan-April 2019

Trained in Financial Applications MRTS, IRS,CATT for personal data entry, invoice approval and payment reconciliation, batching and statistics reports, efficiency management and communications with providers for corrections of confidential information about patients and services for all bands and clinics or hospitals of ON.

Accounting procedure: paper invoices are sorted per date of reception, all data are to be entered in cells of screen for MRTS, selecting the type of emergency transportation used, the location of hospital and name of emergentologist; invoice is thus created with a number that I need to record on the paper invoice; once 100 invoices were entered and thus approved for payment, use IRS to make the payment, generating a cheque number to be also recorded on paper invoice, on Fridays, batches of 100 invoices/payments are entered in the statistics database and paper copies are scanned and saved in secret folders, shared with supervisor, status reports are generated automatically when batching is completed and cheques remain on standby to be approved by the financial department. At the end of each work day, one enters the number of invoices processed in tables created for each worker/name. **Supervisors: Kristina Sarrazin, Michelle Young**.

## Business support clerk – Real Property, PWGSC, PDPortage, Gatineau Sep 2018 - January 2019 Trained in Excel 2013 and SAP/SIGMA for personnel timesheets, invoice payments (invoices - due diligence), fund commitments, tax standards, general office duties, trained for software HGS/travel, SIGMA

Service agreements, pay invoices, invoice clearing, create commitment number, Salary forecast, cost recovery, close purchase orders, create projects, new fund commitments, fund commitment consumption, internal order report, forecast for centrally funded project, create new contracts, release timesheets, cancelled invoice payments, save reports in gcdocs, retrieve data from gcdocs, possessed PKI for confidential communications with project coordinator

**Registrar in DND Training Office –Asticou centre June-Aug 2018** Trained in DND applications for time worksheets, human resources records, OutLook shared Inbox for training program coordinators in all Canada DND departments, storage of office supplies, general office duties, small classroom repairs, update of the notebook/desk stations in computer labs, wiring, locking according to Protected B standards, trained for software DRIMS, HRDMS, CATS, DCTS

**Supervisor: Mrs Barbara Wilson**

## Clerk, Accessibility and AODA Training Feb-May 2018

Official Languages, Citizen services, Service Canada

Conducted research on then-existing initiatives, regulations, policies-like AODA- changes in training customer service officers and in mechanical and architectural modifications of the pilot passport office of Service Canada in Toronto, Reviewed existing acts and regulations in ON, NB, NS, AB, Australia, Ireland, Sweden, EU, US, summarized comparisons of best practices and wrote bilingual training manual for inclusive customer service and office retrofit. **Supervisor: Alex Parenteau**: he assigned topics for research and compilation, to prepare tables with comparisons or parallel descriptions, we’d meet regularly as small group and there’d also be the stand-up meetings on Monday mornings to report past and planned next steps to the group director: biweekly we’d hear a summary of discussions that Mr. Parenteau had with the Deputy Minister on how to turn our findings into concrete next facts to be researched and reported; used SharePoint for file transfer and updates.

## Collections/Database Administrator (Library, Membership, Emergency training) Jun-Dec 2017 - Environment Canada, Science and Technology Branch, Emergencies division

Digitized all printed publications and books of the EC-Emergencies library of Ottawa and Burlington (**Select, validate and input information into the ECCC-ON records system**), created database for conference participants and presented papers, created payments database, decommissioned two labs of chemical processing of oil-contaminated rough surfaces-toxic substances disposal and commissioned for inventory a new ESTS lab; orders of new items for training with complete gear and calibrated oil, gas and oxygen bottles for emergency intervention gear used Microsoft Access (enter conference participants with all data for presentations, publications, fees, accommodation-generated status reports, created badges/tags, conference signs for directions, hall names, session names), Excel, Powerpoint, Adobe/Paintshop/Picture edit **Supervisors: Natalie Jones, Patrick Lambert, Konstantin Volchek.**

## Assistant to Printing and Mail Room January-April 2017

Vinci private elementary school, Ottawa and Philadelphia

Read and inspected the two schools, interviewed and audited teachers, interviewed children during play and lunch time, prepared new curriculum for intensive STEAM according to Reggio-Montessori-project based learning, with logic and critical thinking insertion into early years education, used private software

## Program Officer, Power Measurements December 2014-2016

National Research Council, Standards Institute-Electric Calibrations

Data collection from time/project collection for transfer to Phoenix system; numerical simulations for internal/external audit, trained for ISO-9001 and 17025, large data collection and plot analysis for data trends, Labview, MatLab, Excel, binary-hex converter software, C++, data acquisition and processing.

**From December 8, 2014 to December 7, 2016, NRC on Montreal Road**: experience as a Reprography Officer for ORACLE/PeopleSoft-Phoenix transfer, performing the following:

1. Assisting project team in all management activities including financial, planning and contracting aspects: financial-create spreadsheet for accounting with letters of courtesy, amounts received, types of offer: checque, online, cash in person, names, addresses of organizations that donated, thank you letters and reports of progress-automatic mail in calendar entries; planning-calendar days, milestones: announcements to schools-call for competition –submission of info of competitors-created online-website for paper and data entries (pdf or doc files or online in time texts); contracting for catering, room renting, chairs and tables, curtains, poster frames, podium for prize distributions, flower arrangements, labels, tags, planner kits for jury members; additional logistics for 500+ people.
2. Technical support of clerical nature:

-refill paper in printer and fax machine, scan documents to save them digitized, mail with printed labels-print out on special format on printer labels, ink toner replacement, undusting, tidy up, make spiral books for judges, order badges, print additional badges, order Staples with corporate credit card; pick up; arrange webinars for all those registered with phone numbers –assign access number, check online entry, stability of connection, distribute slides of presentation after webinar disconnect, merge real-time questions on screen for speaker;

-Organize, print and sort Outlook emails referencing new, in-progress and complete data, teleconferencing and videoconference bridging requests;

-Coordinate, initiate, prepare, process and/or monitor various administrative forms, records, reports, schedules ensuring timely and accurate completion of documents by personnel;

-Enter data into and make reservations on the videoconference bridge reservation system;

-Assist in VideoTeleC onferencing and webinars’ end-point registration, maintenance and upkeep of NRC’s reservation system databases.

-Co-ordinate work flow and carryout daily activities and operational administrative functions assigned to the Bridging

Centre included but not limited to: answering phones, prepare correspondence, maintaining calendars, etc

-Sort, organize, file and maintain various departmental file and records, frequently involving cross-referenced systems;

-Use Microsoft Office programs and videoconference reservation statistics to produce usage reports for senior management.

At NRC, I had: the black laptop for non-confidential work and data and the green laptop, for timesheets reporting and for intranet, as well as confidential files transfer, with PKI protocol **Supervisor: Harold Parks**

## Training and Curriculum Printing Services/IT Sep 2012- August 2014

Ottawa Walls and Ceilings Training Centre

Designed training curriculum, taught Computer Applications, Drafting and Mathematics for dry wall, roofing and lathing, Basic, Advanced, Red Seal-Ontario Certificate of Qualification in Carpentry, created bilingual manual for Red Seal exams (Adobe Acrobat Editor, File merger, Excel, Word, Paint/Draw/Corel, Lotus 1-2-3)

## Data entry Coordinator for DrugMaster/FileZilla Feb – Aug 2012

Health Canada – Pharmaceuticals database-digitization

Data collection from paper records, floppy disks and CDROMs, digitization with filename protocol, compare and convert files with DrugMaster old database (Selecting, validating and inputting information into a regional system), transfer/ftp through FileZilla, create spreadsheets for quality control and file counting, verify coordinates of labs and factories that produced the chemical, the sugarcoating and the packaging, from countries all over the world

# Education

| **École des Adultes-Certificat en assistance à l'administration** |  |  |  |  | **2021** |
| --- | --- | --- | --- | --- | --- |
| **Indigenous traditions and awareness, Inclusive customer service** |  |  |  |  | **2018** |
| **Public Relations- Federal Government Policies- Certificate** Mount Royal University, Calgary |  |  |  |  | **2012** |
| **College certificate Technologist, Romania** |  |  |  |  | **2018** |

**List of references:**

**Barbara Wilson** **Patrick Lambert**

Training, Delivery and Support Services Manager Head, Field Work &amp; Response Unit, ECCC

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