

# SALMA EL KARKACHI

Ottawa, ON  
(514)467-3452  
salma.karkachi@gmail.com

## Experience:

### ***Caseworker,***

***05/2024 - Present***

Ministry of Children, Community and Social Services – Ottawa, ON

- Providing customer services by:
  - Collecting, documenting, and evaluating client information to determine eligibility for ODSP Income and Employment Supports. Conducting interviews and verifying information through various sources. Determining the need for trustees to assist clients in managing finances. Reviewing client circumstances to ensure eligibility and managing arrears and overpayments.
  - Adjusting income support based on changing circumstances. Updating client information in systems, managing social assistance repayments, and documenting eligibility decisions. Approving Employment Supports funding agreements and participating in dispute resolution.
  - Authorizing cheques for financial management.
  - Preparing and presenting submissions to the Social Benefits Tribunal.
  - Facilitating referrals to support workers and community agencies to assist clients with socio-economic needs.
  - Resolving client complaints and disputes, mediating, and responding to emergencies by providing solutions and referrals to support services.
- Providing employment support & Training by:
  - Assisting in identifying clients interested in employment, providing information to staff, and explaining legislation and Ministry initiatives. Delivering information sessions on employment supports and labor market trends. Maintaining community links to ensure access to training and employment supports.
  - Ensuring applicants meet eligibility criteria for Employment Supports, maintaining funding agreements, facilitating referrals, and authorizing funds. Ensuring program integrity and accountability.
- Providing complaint assessments:
  - Eligibility Assessment: Conducting assessments of ODSP recipients' eligibility based on complaints. Verifying information through client files and external sources, ensuring compliance with FIPPA. Interviewing clients and reviewing collected information to determine overpayments or fraud.
  - Documentation and Recommendations: Recording activities, preparing case reviews, making recommendations for prosecution, adjusting allowances, and monitoring repayment schedules. Serving as a witness in court and maintaining agency contacts.
  - Program Abuse Prevention: Preventing abuse of ODSP Income Support Program by comparing data with other systems, identifying discrepancies, and taking appropriate action.
- Performing other duties by:
  - Preparing correspondence, setting workload priorities, maintaining community relationships, and supporting team members. Serving as a Commissioner of Oath and performing other duties as assigned by the ODSP Manager.

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## ***Administrative Support Clerk,***

**06/2023 – 05/2024**

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- Providing administrative/Programs support by:
  - Accessing computer programs and databases to respond to inquiries, update information, and gather data.
  - Updating physical and electronic files.
  - Creating documents (letters, minutes) in Word, tracking in Excel, and presentations in PowerPoint.
  - Handling inquiries via phone, in person, or electronically and taking appropriate action.
  - Supporting program delivery: gathering client information, assisting with applications, stocking information packages, taking meeting minutes, maintaining lists and schedules.
  - Issuing and validating pre-approved benefits (e.g., Vision Care, Hearing Aids).
  - Processing forms/letters and validating payments.
  - Entering income data, making bank deposits, and maintaining supplies.
  - Responding to Freedom of Information requests.
  - Monitoring work queues and taking action.
- Providing mail services by:
  - Processing incoming and outgoing mail and courier packages.
  - Distributing mail and client payments.
- Providing customer services at reception by:
  - Greeting and directing visitors/clients.
  - Answering calls, taking messages, and providing general program information.
  - Redirecting inquiries to appropriate staff.
  - Handling reimbursements/repayments and making bank deposits.
- Providing records, cash, supply and equipment management services by:
  - Maintaining records and cash management systems.
  - Monitoring and restocking supplies.
  - Troubleshooting equipment issues and contacting vendors.
  - Participating in meetings, sharing information, and analyzing processes.
  - Providing input on procedural changes and suggesting resource optimization.

## ***Employment Counsellor,***

**02/2023 – 06/2023**

*CVE Inc.* – Ottawa, ON

- Interview clients to obtain employment history, educational background and career goals.
- Identify barriers to employment and assist clients with such matters as job readiness skills, job search strategies, writing résumés and preparing for job interviews.
- Assess need for assistance such as rehabilitation, financial aid or further training and refer clients to the appropriate services.
- Provide established workers with information and strategies for maintaining a job or moving within an organization, dealing with job dissatisfaction, making mid-career changes, and adjusting to workplace transitions.
- Collect labor market information for clients regarding job openings, entry and skill requirements and other occupational information.
- Advise employers on human resources and other employment-related issues.

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## **Receptionist,**

**12/2022 – 02/2023**

*CVE Inc. – Ottawa, ON*

- Greet people coming into offices and other establishments, direct them to the appropriate contacts or services, provide general information in person and by phone, and may perform clerical duties and maintain front desk security and security access lists.
- Schedule appointments, using manual or computerized systems.
- Record bookings, handle credit card checks, receive payment, issue receipts.
- Establish work priorities, delegate work to office support staff, and ensure deadlines are met and procedures are followed.
- Assemble data and prepare periodic and special reports, manuals, and correspondence.
- Administer policies and procedures related to the release of records in processing requests under government access to information and privacy legislation.

## **Guest Service Agent,**

**05/2022 – 12/2022**

*The Alt Hotel – Ottawa, ON*

- Maintain an inventory of vacancies, reservations, and room assignments.
- Register arriving guests and assign rooms.
- Answer enquiries regarding hotel services and registration by letter, by telephone and in person, provide information about services available in the community and respond to guests' complaints.
- Compile and check daily record sheets, guest accounts, receipts and vouchers using computerized or manual systems.
- Present statements of charges to departing guests and receive payment.

## **Account manager, Internet Services Customer Support**

**06/2018 - 02/2022**

*Intelcia (call center) – El jadida, Morocco*

- Attended to and effectively resolved customers complaints remotely via chat, email or phone.
- Conducted customer meetings, identified needs, and provided the most suitable personalized solution support to each case via telephone.
- Taked clear and detailed notes concerning the exchange with the customers on the customer file tracking software (Fast software).
- Prepared commercial offers and the terms for customer contracts.
- Participated with the Technical Support team to perform an effective technical solution to resolve complaints.
- Managed the cases for Senior Citizens with one-on-one approach through effective communication and good understanding of technical issues and offered suitable solutions that addresses their complaints.
- Coached the new recruits (orientation, guidance, and leading).
- Participated in team exchange meetings and enhanced the work business processes and procedures to improve efficiency, reduce redundancy, and reduce the response time and upgrade the quality of service.
- Managed the service termination requests.
- Analyzed the Ad Hoc reports related to agents performance and other customer profiles with the use of Microsoft Office packages.

Customer satisfaction Survey: The monthly average that exceeded 8/10. Such accomplishment is due to my speed, effective communication, competence, and dedication to the customer request until a case is

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resolved successfully.

## **Education:**

First year of a law degree,

**Université Jean Moulin Lyon III** – Lyon, France

**09/2012 - 06/2013**

First year of Language, literature and foreign civilization,

**Université Lumière Lyon II** – Lyon, France

**09/2013 - 06/2014**

Licentiate of Fundamental Studies – Bachelor of Private Law,

**Université Chouaïb Doukkali** – El Jadida, Morocco

**09/2014 - 06/2017**