**Kavitha Gokara**

www.linkedin.com/in/kavitha-gokara|343-262-5000| [Kavita.goud@gmail.com|](about:blank)

**Professional summary:** Passionate administrative office with over 2 years experience in various administrative tasks, supporting employees with various requests. Excellent communicator, self-motivated and ability to learn quickly and prioritize duties. In additional, planned and organized general office operations, events, within various settings.

**Relevant skills**

* Excellent communication skills both written and oral.
* Detailed- oriented.
* Client- focus.
* Organizational skills.
* Hands-on experience with computers, Microsoft Word, Excel and PowerPoint.
* Languages:  English, Hindi and French(basic).
* Vulnerable sector clearance.
* Efficient time management.
* Perform multiple tasks concurrently and ability to work effectively independently and as

a team member.

**PROFESSIONAL EXPERIENCE**

**Office administrator 2022-Present**

**Ottawa Catholic School Board**

* Responding to emails and other students reporting tools.
* Updating and recording track schedules of documents using Office suite tools.
* Attending calls and answering the calls.
* Producing and preparing monthly reports.
* Working closely with the principal and Colleagues.
* Actively participating in School events.
* Helping for the First aid for the kids.
* General office work such as sending Fax, photoprints for the staff.

**Security Compliance Analyst (JUN-DEC) 2022**

**Farenexus Group (Montreal)(Remote)**

* Organized and executed administrative tasks in a fast-paced environment.
* Assisted HR department in documentation of employee’s data.
* Managed and fostered relationships with internal and external stakeholders, using (google meet, zoom meeting and Microsoft team’s(meetings).
* Prepared emails responding to calls from the clients, chat, web.

**Customer Service Representative** (Client service representative) **2021-2022**

**Arise Virtual Solutions .INC (Canada)**

* Ensured customer satisfaction and efficiently managed the vendor’s relationship.
* Communicated through emails, to customers on different issues concerning billing, label return and ensured customer satisfaction.
* Answered incoming calls and responded to enquiries.
* Scheduled appointments in a timely manner and followed guidelines.
* Helped customers in processing billings, payments, orders, and other related concerns resulting in customer service satisfaction, referrals, and repeat business.

**VOLUNTEER EXPERIENCE (OCT-FEB)**

**YMCA Montreal - Volunteer Coordinator    2020-2021**

**(Family Programming Volunteer)**

* Assisted in library operations, including but not limited to opening and closing, issuing and receiving toys, tracking missing pieces, maintaining the loan collection in good condition, and receiving and receiving cash for membership fees, fines, missing pieces, etc.
* Maintained accurate accounting reports on payments, membership fees, etc.
* Organized purchasing of new toys based on budget allocations/limits; recorded, labeled, and packed new toys in designated shelves and bins in the library.
* Helped in Financing, planning and organizing family events by coordinating with parents, caregivers, or guardians.

**EDUCATION**

**University of Ottawa 2022**

Information and Cybersecurity Management

**Master’s in biotechnology                                                    2014**

GITAM University, India

**Bachelor of Science                                      2008**

Kakatiya University, India

**Post-Graduation in Computer Applications( 1 Year diploma)               2007**

Bharati Information Technology