**Khadijat Abimbola Amoo**

Ottawa, 0ntario ∙ (437) 925-5813 ∙ khadeejolie@gmail.com

**PROFESSIONAL PROFILE**

A motivated and enthusiastic bilingual **Administrative Assistant** with over five years of administrative experience. Well-organized and proactive in providing timely, efficient, and accurate support to work colleagues. Approachable and able to establish good working relationship with a range of different people. Known for being a mature individual with a solid work ethic.

**Skills**

* Solid knowledge of Microsoft Office Suite
* Able to independently as well as in a team
* Fluent in English, and French
* Attention to details
* Client service and conflict resolution skills
* Effective organizational skills

**PROFESSIONAL EXPERIENCE**

**Office Administrator 2021 - 2022**

**Abraar Secondary School, Ottawa**

* Answered multi-line phone system, routing calls, delivered messages while warmly greeting visitors.
* Honed administrative and analytical skills, while overseeing daily operational logistics.
* Consistently demonstrated courtesy, respect and patience to clients when responding to requests or providing information.
* Maintained office facilities and equipment, scheduled work repairs and interacted with maintenance personnel.
* Oversaw maintenance of office facilities and equipment by collaborating with and inspecting work of repair contractors.
* Scheduled conference rooms, prepared agendas, and maintained calendars to prepare for meetings and events.
* Efficiently coordinated personnel schedules to improve office productivity.
* Improved staffing during busy periods by creating employee schedules and monitoring call-outs.

 **Administrative Assistant 2019 -2020**

 **Sisi Oge Spa, Ottawa**

* Used the Square app to manage and schedule clients’ appointments.
* Reduced the number of no show 40% by efficiently conducting reminder calls and follow ups with clients.
* Responded to emails and other correspondence to facilitate communication and enhance business processes.
* Increased the number clients serviced daily by 15% using various social media platforms to initiate effective sales and

marketing strategies.

* Able to efficiently answer high-volume of phones calls while responding to immediate requests with humour and patience.

 **Office Administrative Assistant 2017-2017**

 **Kris-Leigh Retirement Home, Maryland, United States**

* Responded to inquiries from callers seeking information about services offered.
* Created and updated records and files of clients’ and staff to maintain document compliance.
* Maintained office supplies inventory by checking stock and ordering new supplies.
* Provided clerical support to staff by copying, faxing, and filling documents.
* Conducted research to assist with routine tasks and special projects.
* Authored business documents to organize and emphasize information quickly and efficiently.
* Drafted agendas, recorded minutes and generated documents to facilitate meetings.
* Offered technical support and troubleshot issues to enhance office productivity.
* Developed an effective communication channels to set roadmap to efficiently distribute information.

**EDUCATION AND TRAINING**

**Office Admin (Scrum Master volunteer position) 2023**

**Pracctic, London, United Kingdom**

* Actively researched emerging technologies and current trends to stay knowledgeable in methods that could benefit the scrum team.
* Confidently led sprint reviews and planning meetings to promote full team engagement.
* Keen understanding of sprint planning, backlog grooming, daily scrums, sprint revies and sprint retrospectives.
* Coached teams alongside the agile coach in Agile practices and provided necessary training to create positive mindset to Agile methodologies.
* Worked closely with the Senior Scrum Master, the Product Owner, the stakeholders and listened to team members’ feedback to identify issues and resolve conflicts.
* **Scrum Fundamental Certified (SFC) 2021**
* **Certified SAFe Scrum Master Course, 6.0 2021**
* **Computer Skills Certification 2018**

**Riverdale Immigration Women Centre**

* **Professional Bachelor’s Degree in Human Resources and Personnel Management 2011**

**Advanced School of Commerce and Management**

* **Diploma in French 2004**

**The French Language Village**