

# Mahima Jain

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Over four years of experience in Financial Analysis, Business Development, Auditing, Project Management, and Client Service.

## VOLUNTEER WORK

### Oxfam

September 2014 - January 2016

London, United Kingdom.

- Volunteered as a laborer.
- Restored a 12-home community
- Supervised three teams of five people to ensure successful completion of project.
- Worked as a volunteer youth mentor to empower and support children.
- Developed productive after school activities for young adults to reinforce positive learning.

## LANGUAGE

English: Native / Fluent

French: Intermediate / Elementary

## EDUCATION

### MBA International Business

Grenoble École de Management

Grenoble, France

2013 - 2016

### Certificate in Computer Science (Short Course)

Harvard University

Cambridge, USA

2020

### Bachelors in Accounting & Finance

University of Mumbai

Mumbai, India

2008 - 2011

## WORK EXPERIENCE

### Ministry of Public and Business Service Delivery and Procurement | ministère des Services au public et aux entreprises et de l'Approvisionnement

#### Client Care Representative

January 2023 - Present

Ottawa, Ontario, Canada.

- Working as a Tier 1 agent, assisting with various Ministry of Finance taxes, benefits and grant programs.
- Current scope is namely Employer Health Tax, Gas and Fuel Tax, Guaranteed Annual Income System, Housing Benefit programs with MMAH, Tobacco Taxes, Community Emergency Preparedness Grants.
- Utilizing remote desktop software daily to securely access sensitive information within the Government of Ontario's management system and administrative portals.

#### Client Care Representative

January 2021- January 2023

Toronto, Ontario, Canada.

- Worked with Stop the Spread and Ontario Together Covid-19 Initiatives, Ontario COVID-19 Child Benefit Program, Support for Learners Program and Personal Support Worker Ontario Client Care, which are currently no longer active.
- Utilized remote desktop software daily to securely access sensitive information within the Government of Ontario's management system and administrative portals.

#### Business Development Associate

Space Office Systems Limited

October 2017 - March 2020

Mumbai, India.

- Was responsible for managing client company accounts which included Philips, Sony, Samsung, LG, Canon, Panasonic.
- Prepared detailed proposals, met with client companies's senior management, helped in drafting and negotiating agreements for employing our services.
- Identified viable business opportunities since our services mainly catered to multinational companies. To avoid stagnancy, successfully initiated a long term business growth plan to expand our services to small medium scale businesses and residential properties.
- Increased client base by 30%.

#### Finance Associate

heathforu.com

April 2016 - February 2017

Mumbai, India.

- Analyzed financial data and assisted with audits, reviews, and tax preparations.
- Reviewed existing financial policies and procedures to ensure regulatory compliance.
- Assisted with the preparation of operating budgets, financial statements, and reports.

#### Apprenticeship

Khimji Kunverji & Co LLP

September 2011 - August 2013

Mumbai, India.

- Worked in various internal, operational and taxation audit teams.
- Familiarised with client's business.
- Reviewed the organisation's financial systems.
- Performed risk analysis.
- Built relationship with the client and advised on areas for improvement.