**Tanisha Hammell**

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**PROFILE**

A results-focused and client-oriented administrative assistant with 20 years of experience. Proven ability to work under pressure and remain focused, self motivated, and self directed. A multitasker with excellent communication skills with the ability to interact with others from all levels of an organization, all cultures, and all backgrounds. Experienced in both the public and private sectors.

* MS Word, Excel, Access, Project, Outlook, and PowerPoint
* Corel Word Perfect
* WBRO (Basic), OMM, OrgPlus 6, CAS (Corporate Administrative System)
* RDIMS, CCM Mercury, WebCIMS (basic), Oracle (basic)
* Novell GroupWise, HRMT (Human Resource management tracking)
* YMS (York Med Systems)
* Secret clearance file # 95363743 June 2027

**PROFESSIONAL EXPERIENCE**

**Administrative Assistant / Project Coordinator / Executive Assistant**

* Performed general administrative tasks including filing, calendar maintenance/vacation/leave requests, filing of reviews and updated résumés.
* Answered telephone calls, dealt with face-to-face inquiries, and responded to faxes.
* Received, sorted and scanned incoming and outgoing mail, documents, and a variety of items and materials.
* Performed data entry, logistics, photocopying, and scanning.
* Formatted documents, prepared memos, drafted/proofread and edited correspondence.
* Arranged meetings, maintained agendas, resolved scheduling conflicts, booked boardrooms, and arranged catering.
* Maintained office supplies, ordered cartridges and paper.
* Kept track of deliverables the Director gave to the managers (due dates, task reminders etc.).
* Updated organization chart for the department and distribution list and telephone lists, including employee lists.
* Managed log activity reports (absence, compressed days, vacation etc.).
* Made travel arrangements/accommodations, submitted staff travel forms (travel authority, STA, claims, etc.). prepared travel and hospitality claims and controlled the use of taxi chits and government credit cards.
* Processed acquisition cards, petty cash requests, building pass access card forms and parking permit forms.
* Maintained spreadsheets of office expenditures (office budget, org chart, phone list, employee info, Assets, taxi chits etc.).

**Human Resources - HR Administration**

* Main contact for all HR staffing actions (term extensions, acting’s, PLM, TLM, new employees, critical hires etc.) Used Crystal Reports for reporting functions.
* Processed new hires, term employees and term extension requests, created signature cards, building passes, PRI’s etc., requested proxy cards and ID cards.
* Conducted weekly timecard review for over 150 employees and consultants.
* Coordinated travel arrangements and ensured all travel requests were authorized before processing.
* Handled expense reports preparation and verification and ensured all original receipts and forms were properly filed.
* Performed entry of T&L expenses into Microsoft Project (MSP)
* Handled monthly invoice processing, prepared, and maintained tax returns, information returns and prescribed forms for processing and storage.

**Document Management and Administration**

* Maintained effective filling and archiving systems for paper and electronic documents and files in accordance with archiving procedures.
* Various duties included document registration, processing, control, and retrieving and maintenance of files, extracting information and prioritizing for process along with assisting in the coordination of files for quality assurance.
* Developed databases and prepared reports for program officers, managers, and executives.
* Input pertinent information into mail management tracking system (Remedy).
* Followed established standard operating procedures (SOPS) to ensure items/materials sent for inclusion in diplomatic mail were acceptable and did not contravene departmental policies or airline regulations governing the shipment of materials and the handling of dangerous goods.
* Followed established departmental diplomatic mail and security procedures and guidelines to process unclassified and classified diplomatic mail and followed Canada post postal regulations and procedures to process regular mail.
* Followed operating and safety procedures to use mail room equipment (e.g., Scanners/trackers, postal scales, postage machine and a manual or electrical lift truck) and reported operational problems or safety issues to the project authority.
* Informed the project authority of unauthorized individuals entering the distribution center or any concerns about suspicious letters or parcels containing prohibited materials that required alerting the proper authorities.
* Contacted commercial courier companies to obtain price quotes for the delivery of shipments to national/international destinations and contacted local courier companies to obtain price quotes for local mail deliveries then coordinated the pick-up and deliveries.

**Medical Office Administration**

* Maintained medical records, assured client confidentiality always, and reported statistics when required.
* Organized and maintained forms and office stationery required for front desk activities.
* Faxed patients’ referrals for testing, filed and completed medical reports and insurance forms, pulled patients charts etc.
* Facilitated flow by notifying the doctor of patients’ arrival being aware of delays and communicating with all parties.
* Opened the office and greeted patients and directed medical representatives to appropriate locations and services.
* Processed payments for Quebec patients through YorkMed systems.
* Verified patients’ health cards and obtained family physician information.
* Registered new patients and updated patient demographics by collecting information including personal and financial data.
* Arranged all necessary follow up appointments for patients with the hospital and healthcare professionals.

**WORK HISTORY**

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| **Job Role** | **Company** | **Dates** |
| **Administrative/Executive Assistant *(Contract)*** | Service Canada | Dec 2021 - Jan 2023 |
| **Data Entry Clerk (Priority overtime passport help) *(Contract)*** | Passport Canada | May 2022 - Dec 2022 |
| **Field Support Network Officer (IT Help Desk) *(Term)*** | Elections Canada | Dec 2020 - Dec 2021 |
| **Payment Inquiry Line *(Contract)*** | Elections Canada | Nov 2019 - Mar 2020 |
| **Field Systems Network Officer *(Contract)*** | Elections Canada | Aug 2019 - Dec 2019 |
| **Bouncer/Doorman** | Various Ottawa bars | June 2014 - Mar 2020 |
| **District Assistant *(Contract)*** | LCBO (Ian Martin Group) | July 2018 - May 2019 |
| **Data Analyst *(Contract)*** | ICF international (Adecco) | June 2017- June 2018 |
| **Security Supervisor** | TD Place | June 2014 - Feb 2018 |
| **General Duties Clerk *(Contract)*** | Canada Revenue Agency | Feb 2016 - May 2017 |
| **Receptionist *(Contract)*** | Murphy’s Ophthalmologist Clinic | Oct 2015 - Dec 2015 |
| **Special Voting Rules Agent *(Contract)*** | Elections Canada | Aug 2015 - Nov 2015 |
| **Mail-Room Clerk *(Contract)*** | Department of Foreign Affairs | July 2015 - Sept 2015 |
| **General Duties Clerk *(Contract)*** | Canada Revenue Agency | Feb 2013 - Apr 2015 |
| **Photo Lap Tech/Photo Lap Manager (acting)** | Walmart | Nov 2010 - Feb 2013 |
| **Rental Agent** | Bona Building Corporation | Aug 2010 - Dec 2010 |
| **Office Manager *(Contract)*** | Canada Revenue Agency | Dec 2008 - May 2009 |

**SKILLS**

**Communication**

- Effective verbal and written communication in diverse environments.

- Proven ability to interact with individuals at all organizational levels.

**Time Management**

- Adept at multitasking and managing competing priorities.

- Demonstrated ability to work efficiently under pressure and meet deadlines.

**Adaptability**

- Successfully navigated diverse roles in both public and private sectors.

- Flexibility in handling various administrative tasks and responsibilities.

**Organizational Skills**:

- Proficient in maintaining filing and archiving systems for both paper and electronic documents.

- Experience in tracking deliverables, updating organization charts, and managing log activity reports.

**Problem Solving**

- Proven conflict resolution skills in meeting arrangements and daily tasks.

- Handled inquiries, resolved issues, and provided efficient solutions.

**Customer Service**

- Experience in client-oriented roles, such as Medical Office Administration.

- Managed patient flow, scheduled appointments, and ensured a positive client experience.

**Team Collaboration**

- Worked collaboratively as part of various teams, including HR administration and project coordination.

- Contributed to the success of teams through effective communication and coordination.

**Attention to Detail**

- Diligent in data entry, document formatting, and memo preparation.

- Maintained a focus on client confidentiality in medical office administration.

**Tech Savvy**

- Proficient in a variety of technical skills, including MS Office Suite and other specialized software.

- Adapted to new technologies, such as Crystal Reports for HR reporting functions.

**Initiative**

- Self-motivated professional with a proactive approach to tasks.

- Took on additional responsibilities, such as document registration and processing.