

Aashima Verma

vermaaashimal@gmail.com

www.linkedin.com/in/aashima-verma-59bbb9294

234 Dolman Street, Breslau, Ontario. N0B1M0

PROFILE

A dedicated professional with expertise in research, administrative responsibilities, strategic planning, presentation, and organization. Proficient in technical aspects with robust verbal and written communication skills, demonstrating the ability to manage multiple projects concurrently with minimal supervision. Utilizes effective decision-making and problem-solving skills, while maintaining a mature, calm, respectful, client and team-oriented approach. Exhibits discretion and confidentiality in handling sensitive material. Demonstrates adaptability to work in various situations, with individuals of diverse backgrounds and age groups, with a keen willingness to learn and enhance legal skill sets, while working in a fast-paced environment.

EDUCATION

University of Leicester- Leicester, UK- Law- LL.B. JD Pathway- In Progress. Expected Graduation 2025

University of Kent- Canterbury, UK- Certificate in Law

University of Guelph- Guelph, Ontario- Bachelor of Arts (CJPP) Political Science

Sacred Heart High School- Walkerton, Ontario. With a Specialist High Skills Major in Health and Wellness.

SKILLS

- Windows Operating Systems
 - Mac OS X
 - Google Chrome & Google Drive
 - Microsoft: Office, Outlook
 - Dropbox, Canva & Blackboard
 - Adobe: Photoshop
 - Social Media, Zoom, & Scheduling software
 - Drafting Documents
 - Ontario G- Driving License
 - Legal Research/Anlayis
 - Data Entry
 - Client Relationship Management
 - Red Cross First Aid/AED
 - Lifesaving Society Lifeguard and Instructor- NLS
 - Organization & Program Development
 - Legal Software Westlaw & Lexis+ Canada
 - Ability to Learn & Adapt Quickly
 - Team Player & Work Independently
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PROFESSIONAL EXPERIENCE

Customer Service/Office Clerk

The Auto Boutique, Mississauga, Ontario

Jan 2021-Oct 2023

- **Customer Support:** Provided courteous and effective assistance to customers via phone, email, or in-person, addressing inquiries, resolving issues, and processing orders.
- **Data Entry & Documentation:** Accurately entered customer information, orders, and other relevant data into our CRM system and maintained up-to-date records. Prepared, reviewed, and maintained various office documents, including invoices, purchase orders, and customer, and company correspondence.
- **Office Management:** Assisted in maintaining a clean and organized office environment, including ordering office supplies and ensuring equipment is functioning correctly.
- **Filing and Records Management:** Maintained physical and digital filing systems, ensuring easy retrieval of documents as needed.
- **Billing and Payments:** Conducted invoicing, payment processing, and reconciliation, ensuring accuracy and timeliness.
- **Customer Feedback:** Collected and documented customer feedback and relayed it to the appropriate teams for continuous improvement.
- **Team Collaboration:** Collaborated with colleagues in various departments to ensure smooth operations and provide support where needed.
- **Collaborated** with the sales and marketing departments to develop and execute a customer appreciation event, resulting in a 15% increase in repeat business and heightened brand awareness within the local community.
- **Achieved** a 95% customer satisfaction rating through proactive engagement and resolution of customer inquiries, resulting in consistently positive feedback and increased customer loyalty.

Municipal Youth Strategies Intern

Town of Hanover Municipal Office- Hanover, Ontario

June 2019-Sept 2019

- Selected as one of 10 communities from across Ontario to partner with the Rural Ontario Institute (ROI) to play a pivotal role in spearheading the creation and implementation of youth engagement and career opportunities within the community.

- The internship included focusing on youth outreach, attraction, retention and economic development.
- Worked in coherence with local youth to work on development, and communication strategies for the Municipal Office.
- Developed four final auditing reports for the Municipal Council based on the surveys conducted, and experiences gained throughout the internship.
- Created and implemented a continuous community youth in highlight social-media and local newspaper article promotion, and strategies to promote youth career opportunities.
- Created and implemented Student Start-Up Program (SSUP); which included a cash subsidy & helped youth develop entrepreneurship skills.
- Oversaw and mentored the creation of over 50 new youth-led businesses and a 25% increase in entrepreneurial skills among participants.
- Maintained utmost discretion while dealing with sensitive topics and discussions.
- Managed and oversaw the works of a large group of youth volunteers, ensuring that they understood the valued the Municipal Office guidelines and advised them on various career and educational matters.
- Received recognition from the Municipal Council for outstanding leadership and dedication in promoting youth engagement and economic development, demonstrating adaptability and commitment to achieving organizational goals.

Student Officer of Alumni Relations

University of Kent- Office of Alumni

- 4 months of experience in communicating with the alumni regarding current opportunities, donations & gathered feedback.
- Handled phone calls, emails, and in-person interactions efficiently.
- Kept organized office data and effectively worked with and communicated with fellow teammates and supervisors.
- Managed marketing efforts and maintained office cleanliness.

Customer Service Representative

Allan Park Motors- Hanover, Ontario

- Over 6 years of experience managing customer inquiries, data inventory, and staff coordination under close supervision.
- Handled phone calls, emails, and in-person interactions efficiently.
- Assisted with marketing efforts and maintained office cleanliness.
- Entered, proofread, and finalized reports, invoices, and forms using computer systems.
- Prepared and maintained reports from various files and databases.
- Sorted and verified financial documents like receipts and expenditures.
- Enhanced customer satisfaction through personalized service and effective problem-solving.
- Developed marketing strategies to boost sales and customer engagement.

Lifeguard and Instructor

Hanover Aquatics Centre- Hanover, Ontario

- Over 3 Years of experience in ensuring the safety of swimmers and administering swimming lessons to various age group.
- Developed lesson plans and maintained a clean and sanitary environment.
- Improved teaching techniques to enhance the learning experience for all age groups.
- Conducted regular chemical tests on pool systems to ensure water quality.

Pharmacy Assistant

Hanover Pharmasave- Hanover, Ontario

- 4 months of experience in managing inventory and dispensing prescriptions accurately.
- Stocked shelves and maintained store cleanliness.
- Provided customer assistance and processed payments at the point of sale.
- Ensured accuracy in inventory management to prevent stockouts or overstock situations.
- Enhanced customer satisfaction through personalized service and effective communication.

INVOLVEMENT

Member of Clubs & Organizations- University of Leicester

Canadian Law Society, Women in Law Society, Mooting & Speed Mooting.

Member of Clubs & Organizations- University of Kent, Canterbury

Kent Law Clinic, Canadian Law Society, Kent Temple Law Society, Kent Student Law Society & Empowering Women in Law.

Member of the City of Guelph Youth Council Led by MP Lloyd Longfield

Providing a youth perspective to policies being developed within Guelph. Plan of action discussed and implemented on community issues, environmental policies, youth engagement and youth expectations, and formulating ideas to put those into action.

Member of Clubs & Organizations- University of Guelph

Central Students Association, Criminal Justice and Public Policy Program Council, the Parks Education Conservation organization and Off-Campus Organization.

Group Leader- University of Guelph Orientation Week

Responsible for youth mentorship, scheduling, sign-in, group organization, activity planning/execution and motivation.

Group Leader- Sacred Heart High School

Groups Include: Trinity Peer Youth Leadership, Youth For Life, OSAID, Smart Risk, and Rachel's Challenge.

Group Leader- Senior Tech Services**Hanover Library- Hanover, Ontario**

- 2 years of experience in assisting elderly individuals with technology-related issues clearly and courteously.
- Increased digital literacy among elderly patrons through targeted educational programs.
- Conducted one-on-one teaching sessions and group lessons.
- Developed teaching strategies to improve learning outcomes.

LANGUAGES

•English •Hindi •Punjabi

References Available Upon Request
