

PROFESSIONAL SUMMARY

Detail-oriented operations and program coordinator with a background spanning community development, nonprofit program management, and student-facing administrative environments. Proven in coordination, systems building, stakeholder engagement, compliance documentation, and records management across mission-driven organizations. Skilled in MS Office Suite, Google Workspace, CRM systems, Asana, ClickUp, Trello, and Airtable. Experienced in working with diverse communities, families, and high-need populations in fast-paced, values-driven settings.

PROFESSIONAL EXPERIENCE

Admissions & Operations Coordinator, Evergreen College, Toronto, ON **Mar 2026 - Present**

- Managed high-volume client intake, document verification, and eligibility assessment end-to-end, ensuring accuracy, compliance, and audit-ready records across all client files.
- Coordinated student internship placements end-to-end, liaising with external partner organizations, matching students to opportunities, and maintaining accurate placement records and documentation in compliance with program requirements.
- Administered and optimized CRM (LeadSquared) for accurate data entry, pipeline tracking, and report generation to support data-driven operational decisions.
- Coordinated onboarding workflows, appointment scheduling, and recruitment events; handled full logistics, stakeholder communication, and calendar management.
- Prepared, reviewed, and processed official documentation including offer letters, enrolment contracts, and student records with strict documentation control.
- Collaborated cross-functionally to streamline workflows, improve operational efficiency, and manage high-volume administrative tasks under tight deadlines.

Program Coordinator, HelpAge India, India **Jun 2020 - Jan 2021**

- Coordinated community-based programs serving vulnerable seniors during COVID-19, managing volunteer scheduling, logistics, and service delivery tracking to support independent living and social connection.
- Organized and facilitated technology education workshops for elderly participants, adapting content to meet low-literacy and accessibility needs.
- Maintained stakeholder engagement with funders and community partners; handled budget tracking, compliance documentation, and grant reporting to ensure uninterrupted program delivery.
- Led volunteer coordination and records management for sustained elder care outreach initiatives, applying a trauma-informed and equity-centered approach.

Operations Lead, Bukka YYZ, Toronto ON
July 2025- Present

- Managed end-to-end operations including production scheduling, inventory tracking, order fulfillment, client intake, and documentation management to ensure efficient and accurate service delivery.
- Administered CRM protocols and order fulfillment workflows using Google Sheets and Airtable, tracking KPIs including order processing time, order completion rate, response time, and customer satisfaction scores to drive continuous process improvement.
- Implemented workflow optimizations across pricing, promotions, and delivery tracking, achieving 20% month-over-month revenue growth through data-driven operational decisions and performance monitoring.
- Handled customer communications, issue resolution, and records management in a high-volume environment using Google Workspace and Excel dashboards for real-time reporting and task coordination.

Program Facilitator, Child Rights and You (CRY), India
Oct 2020 - June 2021

- Delivered program coordination and workshop facilitation for marginalized and at-risk children, applying an anti-oppression and child rights framework to all programming.
- Coordinated stakeholder engagement with fundraisers and sponsors, managing budget tracking, grant securing, and compliance documentation.
- Led community outreach campaigns and volunteer coordination, maintaining comprehensive records management for sustained child welfare initiatives.
- Planned and executed seasonal awareness events and educational campaigns, managing logistics, communications, and post-event documentation.

Project Manager & Operations Assistant, QMIND, Queen's University, Kingston, ON
Sept 2022 - Aug 2023

- Provided administrative support and operations coordination for a policy research project, managing team schedules, task tracking, resource planning, and documentation using Trello and Google Sheets.
- Coordinated meeting logistics, facilitated stakeholder communications, and maintained compliance records of milestones and project progress for a cross-functional team.
- Organized university workshops, secured sponsorships, managed event logistics, and expanded program reach through process optimization.
- Conducted research and data analysis, preparing comparative reports using Excel for data cleaning and visualization.

Customer Support Associate, Amazon, India
Feb 2021 - Mar 2022

- Provided remote administrative support via ticketing platform, handling high-volume email triage, call resolution, data entry, and escalation coordination.
- Maintained records management and collaborated with teams for complex issue resolution, ensuring compliance and consistent positive outcomes.

Customer Service Representative, Staples Canada, Kingston, ON
May 2023 - Dec 2023

- Delivered frontline administrative support and customer service; managed documentation, order processing, and inventory coordination in a high-volume retail environment.

CORE SKILLS

- Admin & Operations Tools: MS Office (Excel, PivotTables, dashboards, Word, PowerPoint, Outlook); Google Workspace; Asana, ClickUp, Trello, Airtable; CRM systems (LeadSquared); Canva
- Administrative Functions: Client intake coordination, document verification, records & database management, calendar scheduling, meeting coordination, onboarding, report generation, compliance documentation, email triage, frontline reception
- Operations & Process: Workflow management, process improvement, inventory tracking, project tracking, KPI monitoring, cross-functional coordination, vendor coordination, stakeholder engagement
- Sector Competencies: Vulnerable populations support, trauma-informed practice awareness, equity & inclusion, community outreach, volunteer coordination, funder reporting, harm reduction awareness
- Soft Skills: Time management, multitasking, clear communication, problem-solving, multicultural sensitivity, attention to detail, team coordination

EDUCATION

Queen's University, Kingston, ON,
 Sept 2022 - Jun 2024

- Master of Arts, Sociology (Thesis: Mental Illness and Courtesy Stigma)
- Graduate Research Award Recipient