

Archa Arora

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Professional Summary

Client-focused administrative professional with 2+ years of experience in reception, customer service, and data entry. Skilled in managing phone and email communication, scheduling, and maintaining accurate records. Proficient in Excel, SharePoint, and CRM systems, with a strong reputation for accuracy and 95%+ customer satisfaction.

Experience

IG Wealth Management | Waterloo, ON

Administrative Receptionist | 12/2025 - Present

- Delivered high-quality customer service to clients entering the office.
- Managed a multi-line phone system with 50+ calls per day, redirecting inquiries with 95% accuracy.
- Completed various administrative tasks (scanning, filing, printing, meeting room setup) to support advisors and daily office operations.

Definity | Waterloo, ON

Data Entry / Administrative Clerk | 05/2025 - 11/2025

- Managed 400 sensitive letters and mails, including UPS entries, across Excel, SharePoint, and other databases while ensuring 100% compliance with data governance and privacy standards.
- Verified and organized customer information for accurate record-keeping and reporting.
- Performed data validation and generated reports to support business insights.

Teleperformance Call Center | Remote

Customer Service Representative | 01/2025 - 03/2025

- Handled 40+ daily inquiries via calls, chat, and email, achieving 95%+ customer satisfaction.
- Enhanced customer loyalty by delivering accurate solutions and maintaining 100% call stability.
- Streamlined workflow and improved productivity through effective CRM and multi-system navigation.

Tim Hortons | Kitchener, ON

Customer Service Supervisor/Cashier | 10/2023 - 12/2024

- Supervised daily restaurant operations, coordinated tasks, and guided staff during busy periods.
- Handled 30+ daily customer concerns with a positive, solutions-focused approach.
- Maintained professionalism and teamwork under high-pressure situations.

Family Motors | Kitchener, ON

Payroll Administrative Assistant | 01/2023 - 08/2023

- Oversaw payroll processing for 50+ employees, ensuring 100% accuracy and compliance with IFRS/GAAP standards.
- Supported financial planning with \$10M+ budgets and forecasts, improving accuracy and operational efficiency.
- Streamlined month-end reporting, reducing close time by 20% and enhancing reporting speed for management decisions.

Education

Panjab University | Chandigarh, India

Business and Accounting | 06/2019

Relevant Coursework: Financial Accounting, Payroll & Compensation, Business Administration, Corporate Finance, Business Law

Skills

Technical Skills: Excel, SharePoint, Salesforce, Temenos, Payworks, QuickBooks, MS Office (Word, Outlook), Documentation.
Soft Skills: Customer service, Problem-solving, Communication, Multitasking, Teamwork, Leadership.

Certifications

Canadian Payroll (BMD 350) | Business Law (S2024) | LLQP (Expected 2026) | CPA Program (Long-term Goal)