

Archa Arora

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Professional Summary

Client-focused Administrative & Customer Service Professional with 3+ years of experience supporting financial, insurance, and corporate environments. Highly skilled in managing high-volume inquiries, resolving client issues, and maintaining accurate documentation across CRM and office systems. Recognized for strong communication, multitasking, and problem-solving skills, with a proven track record of optimizing workflows, enhancing customer satisfaction, and supporting fast-paced teams.

Experience

IG Wealth Management | Waterloo, ON

Administrative Coordinator / Receptionist | 12/2025 - Present

- Manage 50+ daily client calls through a multi-line phone system, ensuring timely issue resolution and exceptional service.
- Provide front-desk support and maintain accurate client records to support smooth office operations.
- Streamline administrative workflows, reducing document errors by 20% and improving productivity for 10+ advisors.
- Assist advisors with scheduling, client follow-ups, and administrative tasks, improving response times and customer satisfaction.

Definity | Waterloo, ON

Data Entry Administrator | 05/2025 - 11/2025

- Oversaw data entry, UPS entries, and validation with 100% accuracy in Excel and SharePoint.
- Processed 400+ sensitive documents monthly while adhering to strict data privacy standards.
- Produced weekly reports and actionable insights supporting business decisions and improving team efficiency.

Philips - Teleperformance | Remote

Customer Service Associate | 01/2025 - 04/2025

- Directed 40+ client inquiries daily via phone, chat, and email, maintaining 95% customer satisfaction.
- Documented interactions in CRM systems, tracked finance issues, and ensured proper follow-up for accurate records.
- Streamlined multi-system procedures by implementing new workflows, increasing operational efficiency by 15%.

Tim Hortons | Kitchener, ON

Customer Service Supervisor | 10/2023 - 11/2024

- Supervised daily operations and guided 15+ employees during peak hours, ensuring efficiency and high service standards.
- Trained new staff and implemented process improvements to enhance customer service and reduce wait times.
- Resolved 30+ customer concerns daily with a proactive, solutions-focused approach.

Skills

- **Technical Skills:** MS Office (Word, Excel, Outlook), SharePoint, Salesforce, CRM systems, Reporting, Data Entry.
- **Soft Skills:** Communication, Customer Service, Critical Thinking, Accuracy, Leadership, Organization, Multitasking.

Education

Panjab University | Chandigarh, India

Bachelor's degree in Business and Accounting | 06/2019

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

Certifications

Business Law (2024) | Food Handler Certificate (2024) | Canadian Payroll (2025) | Emergency First Aid with CPR Level C & AED (2025–2028) | Health & Safety Fundamentals (2025) | LLQP (Expected 2026)