**[Customer Service Team Member](https://www.postjobfree.com/resume/ad1avu/customer-service-team-toronto-on-canada)**

**Location:**Toronto, ON, Canada

**Posted:**November 20, 2023

**Contact Info:**

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**Resume:**

Matthew Didych

152 Shaughnessy Boulevard, Toronto, ON M2J 1J8 mattdid152@yahoo.ca 416-493-1837

Pension/Financial Administrator

KEY STRENGTHS

Dedicated worker with over 5 years of combined experience in Pension Benefits

Prepare, retrieve, and review applications and documents; complete database entries

Strong analytical skills: review files, records, and other documents to obtain information to respond to requests

Perform accurate data entry, ensuring integrity of data; write off outstanding amounts, and correct misfiling

Work well both independently and as part of a team

Dependable, reliable, and motivated; perform well under pressure

Handle complaints and customer requests politely and professionally

Knowledgeable in MS Office products, Internet Explorer and email, and using office equipment

PROFESSIONAL HIGHLIGHTS

Administrative Assistant/Pension, FSCO, Toronto, ON 2013 - 2019

Reviewed all historic annual information on returns and pension benefits

Reconciled Fund Assessments account receivables against paper file documents

Prepared recommendations to management on whether to pursue or write off outstanding amounts

Reviewed all pension plans documents stored on-site for continuity and misfiling; prepared files for off-site archiving

Updated all contact information stored on PDS into standardized format for conversion to new system

Assisted program area with test scanning of documents in preparation for future

Stored files in electronic format

Special Project /Pension, CPP, Toronto, ON 2009 - 2013

Assisted with updating procedural manuals to address a backlog in imaging of paper applications and documents in order to be retrieved and viewed

Prepared and reviewed paper packages of applications and documents for imaging

Removed staples, repaired tears on loose paper data entry to create a cover sheet; stapled cover sheets to packages using PWGSC online system

Performed data entry to create box listing ensuring the integrity of data

Placed packages in boxes for shipping - double boxed the contents and created shipping labels

Performed duties primarily using computer applications with periodic standing, bending and lifting

Work effectively independently in a cubicle/work station with minimal supervision

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Symcor lnc., Toronto, ON

Received mail from branches; opened bags, sorted for distribution to other branches and distribution centres

Filed and shipped bank mail/pouches; sorted pouches, distributed incoming mail, opened envelopes and dealt with parcels manually or by machine

Date-stamped incoming mail and placed it in carts for pick-up or distribution

Responsible for the accurate distribution of all mail MDS material

Performed document scanning and enhancement from start to delivery of running reports

Established and maintained quality controls to ensure work accuracy

Lockbox Solutions, Toronto, ON 2008 - 2009

Lockbox Solutions provide high-value, business-to-business payments processing

Collect mailed payments from post office, transported them to nearby processing site, sorted and pre-screened them for validity

Perform an image-based extraction of information necessary for processing, and reconciled accounts

Wholesale Lockbox, Toronto, ON

Process Payments are captured as high-quality images of cheques, invoices, envelopes and other remittance-related documents, stored and made available to customers in the format that they prefer.

CAREER HISTORY

Government Special Project, FSCO, Toronto, ON 2013 - 2019

Administrator, PWGSC Database Software Contract Employee, Warehouse and Inventory

Manpower, Toronto, ON

CPP/Government Pension Database Software Assistant 2009 - 2013

PBS Database Software Contract Employee

Slofac, Toronto, ON

Admin & Mailroom Clerk - Financial Operations (Part-Time Nights) 2008 - 2009

Symcor Inc., Toronto, ON

Admin and Warehouse/Operations & Support Assistant 2019 - 2020

Agency Name, Toronto, ON

EDUCATION & PROFESSIONAL DEVELOPMENT

Business Administration Office Procedures, Citi College of Canadian Careers 2014 - 2015

Support Application Preparation Unit Service Canada, CPP & OAS Pension Programs 2009 - 2019

Change Management, Strategic Networking, and the Seven Habits of Highly Effective People

Symcor Cross Training Banking Operations Courses

Ontario OSSD, Lewis S Beatty High School, Toronto, ON