**Mariia Zaichenko**

[zaichenkomariia@gmail.com](mailto:zaichenkomariia@gmail.com) **-** [LinkedIn](https://www.linkedin.com/in/mariia-zaichenko-%F0%9F%87%BA%F0%9F%87%A6-49461a190/) **-** 587-832-2322

An accomplished and **results-oriented** professional with excellent **time management** and **problem-solving** skills. **Reliable**, **organized** and **initiative**, with **well-developed** **skills** to provide **excellent support** in a dynamic and **high-volume** work environment. **Hardworking** and **focused** on going above and beyond to support the team.

SKILLS

* 2+years of experience in a **graduate program environment**
* 10+ years of experience in an office environment
* **Time Management & Organizational Skills**
* **Effective communication** skills & best **customer-centric service** practices
* Proficient and **flexible** in working with a heavy workload and stress during peak periods.
* **Schedule** Management & **File Maintenance**
* Proficient in **PeopleSoft, MS Office Suite, Outlook, Gmail, Power BI, Slate, D2L, Google Docs/Sheets, SharePoint, One Note, Teams, Zoom, Webex, Jira, Miro, Confluence, Slack.**

EXPERIENCE

*University of Calgary, Graduate Admissions Assistant* Jan 23 - Current

* Performed work during the admission cycle from receipt of the application to the issuance of the Letter of Acceptance. **Generated** application **reports analyzed data** spreadsheets and **merged letters**. Assessed and completed **evaluations of admission** documents. (ex. Transcripts, **Pre-requisite** courses, **GPA calculations**).
* Supported **efficient processing** of applications based on established service standards and timelines.
* Professionally responded to applicants’ inquiries regarding admission processes/statuses and updates using **Graduate Calendar** admission criteria.
* Worked in collaboration with the Team to ensure admission decisions (**offer letters, waitlists, deferrals**, etc.) for application cycles were handled effectively.
* Provided information to **prospective students** regarding program availability, application start dates, **admission requirements** criteria, etc. Answered inquiries from staff, faculty, and students.
* Presented a **well-developed knowledge** of the calendar admission criteria for graduate programs and the Faculty/University of Calgary website.
* Worked with team members to develop, implement, and **maintain best practices** in terms of admissions procedures. **Assisted in training** other members of the team.
* Participated in new projects **using Slate** leading to automation and **communication** strategies **efficiency** and tactics related to the admission cycle.
* **Participated in Faculty meetings**, workshops, special events and **Information Sessions** for students.

*CPA Alberta, Coordinator/Practice Review Assistant* Mar 22 - Aug 22

* Tracked, processed, and maintained forms, reports, and supporting documents including **reviewing documents for accuracy, database updates, and reminders.**
* **Prepared** pre- and post-practice Review Committee **Meeting materials**. Provided **regular follow-up calls** to firms and practitioners before Practice Review.
* Worked with database and PR System functionality (document processing) with, a high level of confidentiality. **Provided updates to the Manager** regarding review statuses.
* Assisted with the **compilation of annual statistics, and updated tracking spreadsheets**.

*BC Hydro, Electric utility company, Contracts Design Assistant*Apr 21 – Sep 21

* Assisted in **planning, scheduling, and coordinating** the acquiring manager’s activities. Prepared specific corporate documents and **maintained various databases with high accuracy**.
* **Communicated professionally** on behalf of the acquiring manager by **writing emails, and notes,** and responded to requests from employees and third parties.
* Completed the work using **advanced MS Office** application skills (SAP, Passport, GIS).
* Assisted in performing financial tasks such as **expense claims and accounts payable documents** and performed **document/records management.**

*Kelowna Digitronics, Electronic Service Center, Administrative Assistant* Aug 20 – Apr 21

* Screened and **analyzed online inquiries** and **performed** initial issues **troubleshooting**.
* Kept **data entry to** the **CRM** system. **Maintained** Technicians' **schedules.**
* **Resolved issues**, assessed customer needs, and **coordinated** all service-related activities in partnership with the Technicians, **Delivery companies and Vendors** in a timely and professional manner.

™STUDY.UA, Admission Assistant/**Enrolment/Student Recruiter** Nov 17 - Sep 19

* Worked with students in post-secondary education services (Canada and The Netherlands). Assisted in the **admission** and **student visa** application processes. (Operated with more than 40 students each admission season).
* **Advised students** about **admission and enrolment requirements, fee schedule** and payments.
* **Worked within the strict deadlines** in data entry of admission application forms. **Collected and ensured all forms and requests were complete and accurate**.
* Assisted in **student recruitment** during various recruitment events, open houses, school fairs, and information sessions. Was able to **persuade students to apply** for the right program.
* Built and maintained **communication with** international education **partners and agents** (colleges and universities).

™Medac Ukraine (LLC Setram), Office Administrative AssistantAug 16 - Oct 17

* Supervised reception, by **coordinating executive communications**, and interacting with clients.
* **Organized conferences** confirmed appointments and provided a wide range of **meeting** services.
* Performed office duties: **compiling data, statistics,** and other information; Ordered supplies and **managed a records** database.
* Organized business travel transfers and hotel reservations.

MacHOUSE LLC, distributor ™APPLE, Executive AssistantNov 14 - May 15

* Helped in the daily administrative routine of the CEO of the company.
* **Supervised** work of the **reception** and cooperated with delivery companies.
* **Prepared correspondence, reports, minutes, and presentations**.
* Assisted in **arranging seminars**, conferences **and company events**.

LIGHT STEP LLC, distributor ™CROCS, Executive AssistantSept 10 – Nov 11

* Assisted CEO in daily work routine, Coordinated documentation flow.
* **Managed calendar** and daily schedules, including scheduling travel and conferences, making appointments, and making changes to appointments.
* **Conducted research** and **created reports** on various topics based on the needs of the Executive.

EDUCATION

**Cyper.ca Academy,** QA/BA Software Tester course/internship – June to September 2022

**BCIT** Occupational Health and Safety Fundamentals course - 2020

**ILSC English Language School**, Academic English, Vancouver, BC, Canada - 2015

**National Pedagogical University Kyiv, Ukraine**

Master’s degree in education - Biology, English language, Ecology and Healthcare Science