

Yasir AL Kawaz

Canada | Cell: +1-647-909-4242 | Yaser_emed@hotmail.com

Career Summary

Over three years of experience providing exceptional administrative, clerical, and customer service support. With a strong work history and well-developed skills, I consistently deliver effective solutions. I am a self-starter and high performer who excels in every position, contributing to the growth and development of the company.

Work Experience

INTAKE OFFICER

CIVILIAN REVIEW AND COMPLAINTS COMMISSION FOR THE ROYAL CANADIAN MOUNTED POLICE – Federal Government of Canada (10/2023 – Present) Ottawa

- Processed and managed a high volume of complaints, demonstrating efficiency and organization in intake procedures.
- Selected to assist in a leadership capacity and provided with an acting assignment as a Senior Intake Officer (March-April 2025), taking on additional responsibilities in overseeing intake operations and providing guidance to colleagues.
- Facilitated communication with clients via email, phone, and mail to gather necessary information for complaint resolution, ensuring prompt and thorough responses.
- Collaborated with team members, directors, lawyers, and other departments to address complex complaints and contribute to high-level decision-making processes.
- Triaged and managed the National Public Complaints Directorate (NPCD) inbox, ensuring timely review, prioritization, and distribution of diverse incoming emails.
- Provided recommendations to managers and directors on significant decision-making processes related to complaint resolution.
- Ensured compliance with the RCMP Act and other relevant regulations, applying knowledge to accurately interpret and address complaints.
- Managed and handled Access to Information and Privacy (ATIP) requests, ensuring confidentiality and compliance with privacy regulations.

BANKING ADVISOR

ROYAL BANK OF CANADA (07/2022 – 07/2023) Toronto

- **Closed over \$4 million worth of referrals in a 5-month period**, demonstrating exceptional sales skills and the ability to close deals.
- **Selected as a digital champ by the Manager, responsible for driving the adoption and utilization of digital banking tools among clients.** Coached and trained clients and colleagues on how to use online banking platforms and mobile applications to manage their finances more effectively.
- **Prevented over 7 fraud transactions by leveraging exceptional problem-solving skills, providing peace of mind to clients, and protecting the bank's reputation.**
- **Selected by the Vice President for roundtable**, an elite group of high-performing advisors recognized for their exceptional performance in customer satisfaction, measured by the Net Promoter Score (NPS).
- Nominated for employee of the quarter in quarter one, **recognized for exceptional performance in all areas of the role, including sales, customer service, and problem-solving.**

LICENSED MORTGAGE AGENT

AKAL MORTGAGES INC. – MORTGAGE ALLIANCE (05/2022 – 07/2022) Mississauga

- Consistently exceeded monthly sales targets, thanks to exceptional customer service skills and the ability to provide value-added solutions to clients.
- Overcame a challenging situation where a client was facing foreclosure by working with lenders to negotiate a solution that allowed the client to keep their home and avoid financial ruin.
- Effectively communicated with clients and lenders to negotiate solutions and provide valuable insights, demonstrating strong interpersonal skills and the ability to build relationships.
- Provided accurate and effective mortgage recommendations by meticulously calculating clients' GDS/TDS ratios and affordability, demonstrating a strong attention to detail and commitment to accuracy.

CUSTOMER CARE CENTRE – RESULTS COMMUNICATION

LIFELABS - (1/2022- 06/2022) Toronto

- Communicated lab test results to patients in a clear, empathetic manner, ensuring they understood the information and had their questions answered. Utilized various communication modes, including phone and email, to keep up-to-date with the latest information and procedures and assist with coordinating patient care.
- Collaborated closely with other team members to ensure all patient inquiries and concerns were addressed promptly and accurately, **resulting in a 90% customer satisfaction rate.**
- Demonstrated effective use of the company's electronic medical record system to access and update patient information accurately and efficiently, while maintaining strict confidentiality of all patient data.
- Proactively identified and addressed potential issues related to patient care and billing, utilizing sound judgment to resolve conflicts and find creative solutions.
- **Recognized for being a top performer through fast-track selection for high-priority initiatives.** Earned promotion following superior performance and demonstrated ability to quickly learn and master complex concepts.

- **CUSTOMER CARE CENTRE – CLIENTS SERVICES INBOUND**

- LIFELABS (09/2021 – 01/2022) Toronto

- **Selected for COVID Project – VOC**

- LIFELABS (06/2021 – 09/2021) Toronto

- **Medical Laboratory Assistant**

- LIFELABS (03/2021 – 06/2021) Toronto

BUSINESS OWNER

YasAutoDetailing (02/2020-09/2022) SEASONAL

- Set and reviewed sales and financial goals regularly, **increasing revenue by 20% from the previous year.**
- Responded promptly and professionally to customer inquiries regarding quotes and orders, **resulting in a 95% customer satisfaction rate.** Emphasized providing the highest customer service satisfaction to clients, resulting in a 98% retention rate.
- Managed cash and electronic deposits, refunds, and re-billing of clients, reducing errors by **30% through careful attention to detail.**
- Hired staff and delegated tasks efficiently, **improving productivity by 25% and reducing labor costs by 15%.**
- Managed marketing, bookkeeping, payroll, and advertising on social media platforms like Instagram, Facebook, Tik-Tok, and Google, **resulting in a 50% increase in new customers and repeat business.**
- Provided the highest customer service satisfaction to clients, **resulting in a 98% retention rate.**

LICENSED MORTGAGE AGENT

THE MORTGAGE GROUP – TMG (10/2020 – 04/2021) Toronto

- Consistently exceeded monthly sales targets by an average of 3%. Leveraged my advanced knowledge of Excel to create custom budgeting templates that accurately calculated clients' GDS/TDS ratios and affordability, resulting in more accurate and effective mortgage recommendations.
- Maximized client satisfaction by providing personalized mortgage solutions and conducting financial analyses of applicants.
- Expanded business and referral sources by prospecting and presenting financial services to groups. Acquired VIP clients by utilizing networking skills and building strong relationships.
- Ensured compliance with industry regulations and standards, with a focus on fraud prevention.
- Collaborated closely with other team members to ensure all client inquiries and concerns were addressed promptly and accurately, resulting in a high level of customer satisfaction.

SALES ASSOCIATE

HEALTHY PLANET (10/2019 – 02/2020) Ottawa

- Conducted daily bank reconciliations, validated receipts and returns, and monitored store cash and sales to identify and resolve discrepancies. Prepared and posted invoices for orders and returns, ensuring data was up-to-date and accurate for all other departments. Analyzed retail data through reports, such as inventory and profit end-of-day reports generated from the **ERP (Enterprise Resource Planning) system**. Provided professional advice on cost-cutting measures and conducted detailed accounting of income and expenses to analyze the store's profitability.
- Engaged with customers to understand their preferences and helped in finding products, **resulting in a 20% increase in monthly sales conversions**. Utilized emotional intelligence to build strong, long-term connections with customers, **leading to referrals and a \$6,000 increase in the value of goods sold on a quarter-by-quarter basis for the store**. Documented customer issues and authorized product returns by clearly describing the circumstances and reasons for return on internal Return Authorization records.
- Accessed the company's ERP system to extract order information, such as backorder status, tracking numbers, delivery dates, and lead times on a daily basis. Analyzed this information to make informed decisions on managing inventory levels and order fulfillment. Utilized ERP system-generated reports to monitor inventory levels and identify areas for improvement.

Certification

- Crisis and De-escalation – Government of Canada
- Threat assessment and mitigations – Government of Canada
- Managing Difficult Calls – Achieve Centre for Leadership
- Personal Safety and Non-Violent communication
- SafeTalk
- Child Protection Awareness
- Canadian Investments Funds Course (CIFC)
- Mortgage Professionals Canada

Awards

- Ontario Scholar (2015).
- Designated 3rd Competitor in a Negotiation Conference.

Education

Bachelor of Laws (LL.B.) Honours

Carleton University | Sep 2015 – Apr 2018 | GPA: 9/12