OBJECTIVE

To obtain a position where my knowledge and experiences gained throughout the years will be utilized to the fullest

SKILLS

\* Excellent knowledge of research methods

\* Skilled in analyzing all types of reports

\* Expert in data compiling and management systems

\* Remarkable communication and interpersonal skills

\* Good time management skills

\* Multi-tasking and project management skills

\* Able to staff supervising and training

\* Expert in Microsoft Word, Excel, Power point and internet

EDUCATION

* Masters Diploma in Teaching English as a Foreign Language( Bridge TEFL) – University of Cambridge, accredited by Council of continuing education and training
* Diploma – Employee Relations Officer/Human Resources – International Career School (Canada)
* Certificate – Financial Accounting – International Career School(Canada)
* Cisco Certified Network Associate( CCNA) certification – Canadian Business College ( Canada)
* Advanced Diploma in Business Information Technology – University College of Technology & Innovation (Malaysia)
* Diploma in Computing and Information Technology – University College of Technology & Innovation (Malaysia)
* UBS Computerized Accounting – UBS Corporation Private Limited ( Malaysia)
* Certificate in Computer Studies – Nuplus Institute of Technology (Malaysia)

EMPLOYMENT

**Employment History**

**Freelance Translator and Proof-reader (Malay–English/English–Malay) March 2013 to Present**

**Various Companies**

* Read copy and transcripts/files and check to make sure there are no spelling, grammatical or typographical errors.
* Receive copy and note any changes that are needed for writers, typists or editors to change.
* Making sure that pages are spaced correctly, so that copy is not cut off during the printing process.
* Excellent understanding of how a sentence is read, and how a sentence is spoken.
* Proficient in English and Malay language and the respective writing styles.
* Making sure every comma is in place and every word is spelled correctly.
* Convert written materials from one or more ‘source languages’ into the ‘target language’, ensuring that the translated version conveys the meaning of the original as clearly as possible.
* Excellent command of the English and Malay languages.
* Reading through original material and rewriting it in the target language, ensuring that the meaning of the source text is retained;
* Using Translation Memory software - such as Wordfast, memoQ, across, SDL Trados, Transit NXT and across - to ensure consistency of translation within documents and aid efficiency.
* Using specialist dictionaries, thesauruses and reference books to find the closest equivalents for terminology and words used.
* Using appropriate software for presentation and delivery.
* Researching legal, technical and scientific phraseology to find the correct translation.
* Liaising with clients to discuss any unclear points;
* Proofreading and editing final translated versions.
* Providing clients with a grammatically correct, well-expressed final version of the translated text, usually as a word-processed document.
* Using the internet and email as research tools throughout the translation process.
* Prioritizing work to meet deadlines.
* Providing quotations for translation services offered;
* Consulting with experts in specialist areas;
* Supplying subtitles for foreign films and television programs
* Retaining and developing specialist knowledge on specialist areas of translation.

**Rouble Dhaliwal- Real Estate Broker October 2012 to Present**

**(Sutton Group Signature Realty Inc.) Canada**

**Home Virtual Office**

**Administrative Manager**

* Data entry for various files and databases of clients
* Set up and maintain client database
* Operate new office technologies as they are developed and implemented
* Set up and maintain paper and electronic filing systems for records, correspondence, and other material
* Compose and type notes, routine correspondence, and reports
* Complete forms in accordance with company procedures
* Schedule and confirm appointments for clients by liaising with other Real Estate companies and Brokers
* Conduct searches to find needed information, using such sources as the Internet
* Open, read, route, and distribute incoming mail or other materials and answer routine letters as well as locate and attach

appropriate files to incoming correspondence requiring replies

* Maintain scheduling and event calendars
* Mail newsletters, promotional material, or other information
* Operate electronic mail systems and coordinate the flow of information, internally or with other organizations
* Provide services to clients, such as order placement or account information
* Arrange conference, meeting, or travel reservations for Broker
* Coordinate conferences and meetings.
* Responsible for the collection and disbursement of funds from cash accounts, and keep records of collections and

disbursements

* Prepare and mail checks

**Citi Inc. Canada July 2007 to October 2012**

**Reporting Analyst – Account Reconciliation**

* Executing client instructions pertaining to daily business transactions(redemptions, purchases, switches, transfers, loans) within departmental quality and quantity standards
* Researching and reconciling outstanding items from the daily processing control and cash receipt report
* Coaching and training new and existing staff on new procedures and transactions
* Performing specialized(special projects) tasks as required
* Analyzing and troubleshooting processes for inefficiencies and make recommendations
* Analyzing, auditing and correcting various daily, weekly, monthly and quarterly( redemptions, purchases, transfers and switches) reports
* Working closely with Managers and VPs to create, update and maintain team’s Key Performance Indicators(KPI) spreadsheets
* Working on all redemptions, purchases, switches, transfers and loans reports and reconciling on AS 400, ATAS, Case Manager and Enterprise System
* Identifying issues which may exist in all trades ( purchases, switches, loans, redemptions and transfers)
* Ensuring problem trades are resolved and/or escalated to respective departments
* Increase staff productivity by assisting in the organization of extracurricular activities
* Assist in troubleshooting programs, software and computers
* Ensures daily reports and projects are completed within specific time frame given
* Participation in UAT Testing

**Citigroup Inc. Canada July 2005-July 2007**

**Senior Operations Representative**

* Responsible for processing purchases, redemptions, transfers, switches and loans in a specific time frame given
* Working on special projects with Managers
* Assist in training staff in Non-financial( client information) transactions on Unitrax systems
* Increase staff productivity by assisting in the organization of extracurricular activities
* Assist in troubleshooting programs, software and computers
* Performing quality control for all purchases, redemptions, transfers, switches and loan transactions
* Responsible for Minutes of meeting for all Team meetings
* Participation in UAT Testing

**Telekom Malaysia** **Jan 2001 to July 2005**

# Technical Officer

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1. Responsible for the operational success of Telekom Malaysia by providing technical support and data related problems
2. Handling inbound calls from in-house installation team
3. The following is a list of daily activities:
4. **Low Speed Provisioning**: Create new circuit using Network Management System (NMS), Co-ordinate local access physical installation A Leg and B Leg, Check circuit physical interconnection, Circuit activation and testing, Circuit handover and post completion.
5. **High Speed Provisioning**: Bandwidth provisioning, Create new circuit using NMS, Co-ordinate local access physical installation A Leg and B Leg, Check circuit physical interconnection, Circuit activation and testing, Circuit Handover and post completion.
6. **Process Permanent Recovery (P/R) Circuit**: Received and verify PR work order, record in log book, Print/record circuit layout/path info from NMS, Check circuit NTU, De-provision circuit in NMS, Record date PR in log book, remark, update DQ IV(date PR, insert last A and B port info), Conduct post completion for PR, Send PR order to NE/NFM for link termination, File PR circuit profile
7. **S W/O (Hot Upgrade/down grade)**: Received work order for up/down grade, Update database for S work order, Call sales for up/down grade appointment, Conduct up/down grade (deleted and reconfigure to new speed) test, Print test results, Re-conduct up/down grade for problematic circuit, Conduct post complete for up/down grade circuit, File up circuit profile, Update DQIV
8. **Process External Removal (E/R) Circuit (Low Speed ER)**: Create new circuit using NMS, Co-ordinate local access physical installation A Leg, Check circuit physical interconnection, Circuit activation and testing, Conduct ER circuits handover and commissioning.
9. **Process External Removal (E/R) Circuit (High Speed ER)**: Bandwidth provisioning, Create new circuit using NMS, Co-ordinate local access physical installation A Leg, Check circuit physical interconnection, Circuit activation and testing, Conduct ER Circuits Handover and commissioning.
10. **W/O Tracking < Monitoring and Updating:** CARES (DPTS), Update awaiting L list (per ccts), Update testing list (per w/o), Check DPTS, Check NMS for Status, Update DPTS, Remark in circuits list, Inform installation team for circuits not install/error
11. **Manage TOS and RTN Order**
12. **Execute RE-ENG and CCTS Migration Activities**
13. **MLCN/DDN Resources Audit and Cleanup**
14. Support and maintain ISDN networks for clients and to perform route test
15. Testing of circuit and ISDN lines using Marconi, DDN and Tellabs
16. Supporting LAN/WAN networks for Large clients
17. Monitor network infrastructure and content switching, and provide 1st and 2nd level technical support as required
18. Trouble shooting and proactive monitoring of service transitions in a complex content switch, network environment.
19. Experience in Technical knowledge, judgment, problem solving, project management, attention to detail, networking equipment & related tools, customer service, various operating environments
20. Providing operations support, and performing environment changes, and third level incident management and problem management.
21. Perform updates to documentation and to ensure day to day support of customer’s lines and components supported are maintained, optimized and used effectively within a high level of availability.
22. Actively pursued and communicated continuous improvement initiatives to Managers
23. Deal with client complaints and resolving system problems
24. Provided on-going coaching and feedback to new technical assistants regarding product knowledge and providing exceptional technical support

PERSONAL DEVELOPMENT

**Coins Integrated System –** A development and training course in a project called iOffice held by Telekom Malaysia.

The objective was to provide an integrated, user friendly, and affordable one stop communications portal, primarily

targeted at the SME’s (Small and Medium sized Enterprises).

**Certificate of Appreciation and Recognition –** Certificate awarded for exemplary Commitment and Contribution towards

the student community by the University College of Technology & Innovation.

**Certificate of Personal Achievement** – Certificate awarded for outstanding performance and personal achievement in

Exemplifying the commitment of Citigroup Fund Services’ shared responsibilities specifically in the area of Personal

Accountability by Citigroup Canada

**Multi-Lingual –** Fluent in English, Malay, Punjabi and Hindi

**Strong knowledge of links between systems and databases**

**In-depth knowledge of Unitrax system(AS 400)**

##### REFERENCES

# Available upon request