

Ashana Gnaneswaran

Ajax, ON | (647)-572-8139 | agnaneswaran@torontomu.ca | [Linkedin](#)

SUMMARY of QUALIFICATIONS

- Proven ability to work **collaboratively** with diverse groups and establish ongoing relationships with internal and external stakeholders in a global aspect.
- Strong **communication skills** by assisting approximately 40 or more customers per day by providing recommendations to satisfy the needs of the customers which led to an increase in sales revenue by 25%.
- Executed **analytical skills** when assisting customers with their financial transactions by analyzing their bank account while following TD Bank's guidelines and increasing customer satisfaction by 15%.
- Proficient in **Microsoft Office**; Word, PowerPoint, and Excel (Functions, VLOOKUP, Data Analysis), **ZOHO**, **Velocity**, **Filogix/Expert**, **Open Systems Accounting Software**, **Slack**, **Zoom/Teams**, **JIRA**, **Service Now**.

EDUCATION

Bachelor of Commerce – Business Management

Sept 2019 - Apr 2024

Ted Rogers School of Management, Toronto Metropolitan University

- Major in Global Management Studies, Minor in Finance, Co-op
- Awards Entrance Scholarship, (\$1000)

WORK EXPERIENCE

Talent Acquisition Coordinator - Morningstar

Sept 2022 - Jan 2023

- Supporting the human resources team with a variety of projects including scheduling, recruiting, training, employee communications, on-site interviews for candidates, and process automation.
- Administering background checks for new employees and following up with candidates as needed to ensure the checks are completed successfully and on time.
- Scheduling all rounds of interviews and distributing exercises to candidates for various roles.

Application Coordinator - BM Select

May 2022 - Sept 2022

- Assist the applications department in document collection and application processing with client's mortgages.
- Supporting various teams such as sales, underwriters, closing, and banks by being efficient by utilizing Kofax, ZOHO, Filogix/Expert, and Velocity.
- Ensure all conditions and client documentation are met to bank's standards prior to closing to satisfy all conditions within a mortgage commitment.

Customer Experience Associate/Secure Desk Operator - TD Canada Trust

Sept 2021 - Sept 2022

- Establish a personal connection with clients in order to provide them with relevant and clear advice on banking products and services.
- Conduct in-depth opening and closing procedures in a timely manner while being detail-oriented when handling combinations, managing and transporting cash, and completing balancing routines.
- Operate procedures, industry standards, and TD's Code of Conduct and Ethics while processing financial transactions such as deposits, withdrawals, and bill payments.

LEADERSHIP EXPERIENCE

Vice President of Finance - Metropolitan Data Science Association

June 2021 - June 2022

- Developed and controlled internal budgets to ensure balanced financial management and transparency.
- Prepared and presented funding request seminars to various sponsor organizations through presentations and budgets.
- *Achievement*: Exceeded financial expectations of obtaining \$15,000 in funding for the 2021/2022 academic year which led to a successful annual conference with over 100 students.

TECHNICAL WORKSHOPS AND CERTIFICATIONS

TRSM Bootcamps - Toronto Metropolitan University, Toronto

Sept 2019 - Present

- *Excel BM (Level 1-3)*: Organizing data in PivotTables, Circular Referencing, Countif, Transpose.
- *Emotional Intelligence*: Strategize for resilience under pressure, Creating professional relationships.
- *Design Thinking*: Solve problems in a business, conducting effective research, Pitching solutions.
- *Tableau*: Utilizing given data and information to import, link, and present data in a professional manner.