

OMAR HACHEM

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EDUCATION

Fanshawe College

Sept 2017 | *Graphic Design*

Sept 2005 – Apr 2007 | *Diploma in Business Insurance*

King's University College

Sept 2007 – Apr 2012 | *Bachelor of Management and Organizational Studies, Finance and Administration*

PROFESSIONAL EXPERIENCE

Freelance

2004 – Present

Web Designer / Developer

- Oversee and create web designs from concept to completion.
- Front end design and development using Adobe Photoshop, HTML/CSS, FTP, WordPress CMS, PHP and JavaScript integration, cPanel, Dreamweaver, and MySQL databases.
- Collaborate and form business partnerships to ensure opportunities for cross-promotion are optimized.
- Maintain strong relationships with all clients by providing custom web solutions and post-sale service.
- Keep up with current trends in social media.
- Identify and present innovative ways of communicating with audiences to improve social posting/engagement, including sourcing user generated content as needed.

Goodlife Fitness Home Office

Feb 2017 – Present

Club Support Representative (Temporary Assignment)

- Enter data from membership agreements into the UNIX system with a high degree of accuracy.
- Verify member information and resolve discrepancies as required.
- Demonstrate an awareness and understanding of company policies and procedures.
- Ensure monthly deadlines are met in a very fast-paced environment.

St. Joseph's Health Care

Oct 2016 – Feb 2017

Finance Representative (Temporary Assignment)

- Processed system generated OHIP billings and other transactions as required.
- Responded to phone and e-mail inquiries from the Ministry of Health and internal hospital personnel.
- Responsible for collection payments on outstanding patient accounts.
- Created and updated process/procedure documentation, as well as patient and physician records.
- Assisted in special projects as directed by management.

Great West Life

Mar 2016 – Sept 2016

Claims Processor (Temporary Assignment)

- Entered data for all of the Medical, Dental, Hospital, Drug, and Vision claims received each day for the Group Benefit Payment Offices with a high degree of accuracy.
- Reviewed pertinent claim receipts/forms and inputted these details into the Data Entry Benefit System for claims adjudication purposes.

Gamerz Block

May 2015 – Mar 2016

Co-Founder

- Managed all areas of the business including operations, customer service, sales and marketing, finance, logistics, technology, staffing and training, purchasing, and inventory control.
- Managed all aspects of the corporate website and social media accounts ensuring consistency in voice; content planning and creation of messaging for all social channels; managed all social media visual assets and content.
- Implemented and managed the social media strategy by promoting the brand across all social channels (Facebook, Twitter, Instagram, Google+, LinkedIn).
- Generated, edited, published, and shared regular content (text, images, and videos) that helped build our customer base and keep them engaged.

TD Canada Trust

May 2010 – May 2015

IT Analyst (May 2014 – May 2015)

- Received and processed daily work packages from internal work processes and clients within the bank.
- Updated asset records in a database via a web-based interface.
- Asset tool ID administration.
- Queue management of inbound email to a generic work intake mailbox.

Accounts Payable Officer (Sept 2013 – May 2014)

- Ensured the accurate and timely payment of all corporate expenditures.
- Assisted in the preparation of daily journal entries.
- Provided support from basic to specialized analysis, account reconciliation, processing, and administration.

Finance Analyst (May 2012 – Dec 2012)

- Prepared senior level management reports for business units within the Phone, Online, and ATM channels which highlighted departmental performance and assisted in important decision making.
- Delivered proactive quality analysis and monthly/quarterly/yearly financial results, with value-add commentary.

Financial Sales Representative (May 2010 – May 2012)

- Customer service and financial sales, both in a call centre and retail branch environment.
- Supported marketing initiatives by identifying opportunities to promote a wide range of banking products and services while providing specialized financial advice to each client.
- Understood and applied branch operating policies and procedures, while complying with codes of conduct.
- Contributed to effective cost and risk control through productivity and adherence to corporate processes.