

Daniella Panetta

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PROFILE SUMMARY

A dynamic public service professional with over twenty years of experience in administrative, customer service, and client care roles. Maintains a strong commitment to assisting residents in resolving issues and cultivating a positive image of the organization. Perform well in both team environments and independently. Demonstrated ability to listen attentively, solve problems quickly and efficiently, and establish high-quality professional relationships with residents and Members of Council. Pays high attention to detail with the ability to multitask in a high volume, fast paced environment. Excellent research, statistical and analytical skills. Knowledge of, and demonstrated ability in, the City's core and leadership competencies and relevant functional competencies.

Core Competencies:

- Time Management
- Administrative Skills
- Organizational Skills
- Adaptability
- Problem Solving Skills
- Interpersonal Communication
- Complaint and Conflict Resolution techniques
- Technical Ability

Technical Skills: Proficient in Microsoft Office Suite including Teams, Outlook, Excel, Word, and PowerPoint. Experience using CRM, COVaxON, VERTO Patient Flow, QuickBooks, VTax, eDocs, JD Edwards, and OneNote.

Languages: Fluent in English and Italian with basic French

WORK EXPERIENCES

The Regional Municipality of York, Sharon ON

April 2023- Present

Administrative Secretary Clerk, Public Works, Capital Planning and Delivery

- Provides support to the managers/supervisors by preparing charts, forms, and spreadsheets, compiles and collates materials
- Assists in the On Boarding and Off Boarding Recruitment process for all employees in the Public Works department
- Provides set up and orientation for new staff, as required.
- Assists in various specialized project tasks related to program and service delivery, including database monitoring and project monitoring activities
- Organizes meetings, prepares agendas, takes minutes for Branch/Unit meetings and meetings with external stakeholders/partners; prepares and distributes minutes to appropriate staff
- Completes purchase/cheque/payment requisitions, including obtaining the appropriate authorizing signatures, affixing cost distribution forwarding coding
- Assists in managing contracts administered including purchase orders, verifying invoices and maintaining project records.
- Distributes documents, maintains associated lists, and issues receipts for monies received, as applicable to the program/service
- Investigates irregularities/discrepancies in billing with consultants, contractors, and suppliers, as applicable to program/service
- Maintains schedules through Microsoft Outlook (Calendar)
- Logs daily statistics and prepares reports on service delivery
- Compiles statistical and other data to prepare reports and documents related to services provided
- Responds to inquiries or requests for information from other employees, departments, and the public
- Receives, redirects and responds to communications and takes appropriate action to ensure urgent matters are dealt with quickly.
- Answers incoming calls (Helpdesk) from regional staff requiring service including emergency situations; utilizes specialized software to log information/work orders in accordance with program/service
- Provides reception/switchboard relief and back-up duties to other clerical support positions, as required
- Coordinates/schedules meetings, training and maintains office administration and records management processes and procedures.

The Regional Municipality of York, Newmarket ON

June 2021-April 2023

Access York, Customer Experience Associate Tier 1

- Responds to requests, resolving questions and concerns received from the public in a call center environment
- Assessing customer needs, triaging customers for appropriate services and provides information for various Regional, Provincial and Federal programs and services.
- Completes program registration, makes referrals to department staff, and community agencies
- Tracks and documents details in the Customer Relationship Management (CRM) system
- Responsible for educating York region residents with provincial COVID-19 guidelines, mandates, and related inquiries
- Resolved matters which may be political and sensitive in nature.
- Responsible for triaging social service calls
- Responsible for providing support for Ontario Seniors Dental Program (OSDCP)

City of Vaughan – City Hall, Vaughan ON

June 2019 – June 2021

Access Vaughan, Citizen Service Representative

- Initial point of contact for residents requiring information on services from the City of Vaughan
- Assisted residents to appropriate city areas, government departments or third-party companies via multiple communication channels.
- Provided support for Tax, By Law Enforcement, Animal Services, Transportation Services, Parks and Forestry, Environmental Service, Recreation Services, and Traffic Engineering.
- Processing work orders to track and refer to appropriate departments for status updates.
- Provided information desk services
- Assisted and directed visitors to City Hall and confirming appointments for the Mayor, Council Members, the Legal department as well as the City Manager office
- Provided high quality customer service in a fast-paced environment

City of Vaughan, Maple Community Centre

2012-June 2019

Administrative Clerk/Recreational Services

- Responsible for assisting the public with registering and managing the payments for fitness memberships, general programs
- Responsible for selling transit tickets and managing communication with the public and other staff via in-person, phone, fax, email
- Assisted with classes and sessions held at the community center

Citigroup Financial

2000-2007

Assistant Customer Service Manager

- Responsible for training customer service agents on situational management basis
- Responsible for monitoring high call volumes
- Managed execution of new and current accounts, as well as invoicing.
- Managed customer expectations while finding solutions to ensure customer loyalty, post dispute resolution follow up planning, and organizing

Newark Electronics

1997-2000

Executive Assistant

- Assisted senior managerial and directorial staff to make best decisions by assisting with secretarial and administrative tasks.
- Communicated with senior staff on operational tasks daily and was entrusted to handle and complete important tasks in their absence.
- Partnered with multiple teams to ensure smooth running of the office and activities within the office.
- Supported HR related activities to ensure the confidentiality of all personnel paperwork.

- Always maintained high office standards and a professional working environment while maintaining a high level of confidentiality when handling sensitive material.
- Managed incoming phone calls and passing them on to the right individual(s).
- Scheduled meetings; followed by typing up, preparing and distributed the minutes from meetings.
- Communicated effectively on behalf of the Chief Executive, keeping senior managers up-to-date and informed of their priorities and meetings.
- Prepared correspondence, PowerPoint presentations, reports, etc. as required.

PROFESSIONAL DEVELOPMENT

- Standard First Aid, CPR and AED
- Completed course in “Conflict Management”
- Completed course in “How to Become a Better Communicator”
- Completed Accessibility Training
- Software training in Microsoft Office, Excel, PowerPoint, QuickBooks, VTax, JD Edwards, CRM, PeopleSoft, eDOCS
- Over 25 years Administrative Assistant experience
- Able to interact and communicate with all levels of an organization
- Multi-lingual fluent in English and Italian, basic French
- Over 10+ years effectively dealing with Public Complaints and Irrate Consumers

VOLUNTEER AND COMMUNITY INVOLVEMENT

- Foster Parent, City of Vaughan, York Region – Children Aid Society

EDUCATION & TRAINING

- **Diploma in Business Administration and Customer Service**
Sheridan College, Brampton ON
- **Administrative and Executive Assistant Certificate**
Seneca College, Toronto ON