

ALEXANDRA (Sasha) GAZEEVA

A Tiny Shift In Connecting Schools: Start Up Committee Member

EDUCATION

Honours Bachelor of Science – Life Sciences, Business Minor McMaster University, Hamilton, ON

September 2006 – July 2010

- McMaster Entrance Scholarship (2006) for academic excellence
- Courses of instruction include: Human Resource Management, Organizational Behaviour, Financial Accounting, Finance, Marketing Management, Vertebrae Anatomy, Molecular Cell Biology, Biochemistry, Genetics, Physical Chemistry, Animal Physiology, Organic Chemistry, Evolution Biology, Ecology, Skills for Career Success in Science

WORK EXPERIENCE

Customer Service Representative

July 2011 - present

TD Canada Trust, Jackson Sq., Hamilton, ON

- Assisted nearly 20 customers per hour with their everyday banking needs with superior customer service resulting in a number of high ratings in the “extremely likely to recommend TD” category in a survey following their visit
- Monitored customers’ portfolios to determine the appropriate accounts and financial products best suited to grow each client’s wealth and meet their long-term financial goals
- Analyzed each customer’s banking habits to determine optimal additions to their accounts including overdraft protection, pre-authorized transfers, account upgrades as well as Visas in the branch with the highest number of transactions in Ontario
- Performed opening duties with a senior manager which included opening the vault and file cabinets, loading cash units, starting computers and ensuring the optimal number of banking supplies

Assistant Manager

November 2009 – September 2011

Aldo Group, Aldo, Hamilton, ON

- Assisted and advised customers regarding various products in order to market merchandise while being consistently in the weekly top ten for sales in Canada, resulting in a promotion to Assistant Manager after ten months
- Worked in a fast-paced environment where daily conflict resolution was needed to provide excellent customer service and instill brand loyalty
- Planned and maintained store budgets, assessed MBO daily as well as the store agenda to ensure optimal productivity among the employees
- Performed weekly coin orders, petty cash reports and night deposits allowing accurate projections and having sufficient change for future sales transactions
- Supervised staff through active coaching as well as monthly performance appraisals to enforce company standards resulting in higher sales volume.
- Responsible for recruiting suitable candidates that fit company image through interviews and cold-calling which resulted in obtaining the most successful part-time sales associates within the store

Research Leader

June 2010 – September 2010

McMaster University, Geography and Earth Sciences Department, Hamilton, ON

- Maintained communication with the research group from the University of Western Ontario regarding the progress of the project to facilitate completion within three months
- Prepared solutions to carry out the enzymatic reactions in order to determine the citrate concentration of over 200 samples while maintaining a high degree of accuracy
- Analyzed and organized the obtained data in a systematic manner using tables, graphs and spreadsheets in Microsoft Excel to clearly present results
- Reviewed scientific literature related to bone chemistry research and extracted useful ideas that were presented to the supervisor so that it could be implemented into the projects

Research Assistant

September 2008 – April 2009

McMaster University, Geography and Earth Sciences Department, Hamilton, ON

Reviewed scientific literature related to bone chemistry research and extracted useful ideas that were presented to the supervisor so that it could be implemented into the projects

- Revised and corrected the rock database in Excel; as a result, 1000 rocks were reviewed and the database was updated with a current location and serial number
- Conducted bone chemistry research in an attempt to find the inhibitors that suppress the crystallization of hydroxyapatite in blood
- Analyzed various parts of cow bones, freezer-grinded these samples to a powder, then burned in a furnace in order to calculate the mineral content of the bone; as a result, 20 different samples were processed and prepared for measuring hydroxyapatite concentration
- Kept a log and organized a lab notebook with new data to report to the supervisor regarding the results of work

Administrative Assistant

May 2008 – August 2008

Biodent Dental Clinic, Ekaterinburg, Russia

- Efficiently scheduled over 30 appointments per day using computer daily planning software resulting in increased organization among dentists and technicians
- Cooperated with dental assistants to provide dental care and ensuring patients were comfortable and well treated leading to 30% reduction in wait times
- While in a time-constrained environment, resolved any minor conflicts between patients and staff using business negotiation tactics ensuring that both parties were reconciled
- Assisted the dentist by providing healthcare to patients through various number of tasks (assisted with the use of the microscope, handled different dental instruments, assisted with professional cleaning and teeth whitening, recorded periodontal maps) thereby reducing dentist workload by 20%

CAREER RELATED SKILLS

- Proficient in all Microsoft Office programs including Word, Excel, Outlook, Access, Power Point, Lotus Notes, Minitab, S3, C3, AdminApps, molecular modeling software (MVM) as well as Adobe Reader and HTML
- Verbal and written fluency in Russian language, intermediate knowledge of Spanish
- Extensive laboratory skills in biochemistry and molecular biology, including micropipette technique, centrifugation, gel electrophoresis, Western blotting, good usage of spectrophotometer and tissue homogenization

VOLUNTEER AND COMMUNITY ACTIVITIES

Women's Health Assistant

May 2009 – June 2010

St. Joseph's Healthcare, Hamilton, ON

- Assisted staff of the Women's Health (Mammography) department by helping patients change for mammography scans; at least 20 patients were successfully guided and prepared for a procedure each day
- Reported to the staff that patients are prepared as well as maintained an order of 20 patient appointments per day
- Assisted staff in preparing rooms and equipment for biopsy in order to increase office efficiency

Day Surgery Assistant

October 2008 – May 2009

St. Joseph's Healthcare, Hamilton, ON

- Assisted staff in preparing rooms and equipment for biopsy in order to increase office efficiency
- Assisted patients leaving Day Surgery Unit in wheelchairs by leading them to the main entrance; approximately 15 patients per a three hour shift were successfully helped to exit the hospital
- Cooperated with nursing staff to make sure that the patients felt comfortable by supplying patients in Day Surgery with drinks and warm blankets
- Routed the patients' relatives to parking lots, pharmacy and other hospital facilities

ACTIVITIES AND INTERESTS

- Active fitness hobbies: bicycling, weights, swimming, yoga, Latin dancing
- Enjoy reading various books: personal growth books, science-oriented, modern and business literature
- Personal growth training with "Life Spring", a team-building course