

George Erasto Maleko

Scarborough, Ontario

(437) 771- 6901

georgeerasto.maleko@georgebrown.com

OBJECTIVE

Detail-oriented and customer-focused professional pursuing a Postgraduate Certificate in Health Informatics at George Brown College. Seeking a Remote Customer Service Representative position at up to leverage 3+ years of customer service, communication, and organizational experience in delivering exceptional client support and satisfaction.

HIGHLIGHTS OF QUALIFICATION

- 3+ years of customer service and sales experience supporting diverse client groups.
- Strong written and verbal communication skills; comfortable interacting with customers via chat, email, and phone.
- Proven ability to multitask, document inquiries, and manage workflow efficiently.
- Reliable, organized, and adaptable in dynamic, fast-paced environments
- Team-oriented collaborator with a proactive and positive attitude
- Tech-savvy and quick learner familiar with office tools, data systems, and digital communication platforms

SKILLS

Customer Service and Sales: POS systems, consultative selling, client engagement, ticket handling, issue resolution, after-sales support.

Teamwork and Communication: Collaboration, verbal/written communication, leadership potential

Organization and Efficiency: Time management, multitasking, stock organization, documentation, order tracking, data entry.

Technical Skills: Microsoft Office Suite, Google Workspace, EMRs, MATLAB

Project and Task Management: Trello, Asana, Jira

Soft Skills: Adaptability, empathy, teamwork, problem-solving, attention to detail.

Additional Skills: Basic math functions, product placement, shipment monitoring, inventory handling

EDUCATION

Health Informatics, Postgraduate Certificate

September 2025 – August 2026

George Brown College, Toronto, Ontario

- Gaining in-depth knowledge of healthcare data systems, digital health technologies, and patient information management
- Developing analytical and problem-solving skills through case studies and health IT projects
- Strengthening communication and teamwork through group-based assignments and presentations
- Building technical proficiency with tools such as EMRs, Excel, and health data analytics platforms

Bachelor of Technology in Biomedical Engineering

August 2020 – May 2024

Lovely Professional University, Punjab, India

PROFESSIONAL EXPERIENCE

June 2024 – July 2025

Sales coordinator | Total Energies | Part time job | Tanzania

- Managed customer inquiries and coordinated daily sales operations for improved service flow
- Supported internal communication between sales and inventory departments to ensure order accuracy
- Trained new associates on customer service procedures, boosting team efficiency
- Monitored product requests and followed up to ensure timely resolution

August 2023 – June 2024

Sales representative | Total Energies | Part time job | Tanzania

- Provided client support and service updates via phone and email
- Developed strong client relationships, increasing customer retention and satisfaction
- Identified recurring service issues and communicated feedback to management
- Exceeded sales targets by providing personalized customer assistance

May 2022 – August 2023

Sales Associate | Total Energies | Part time job | Tanzania

- Delivered consistent, high-quality customer service and support
- Handled product inquiries, complaints, and orders with accuracy and professionalism
- Maintained detailed documentation of transactions and customer interactions
- Recognized for reliability, positive attitude, and teamwork

August 2024 – August 2025

Biomedical Engineer Coordinator | Kilimanjaro Christian Medical Centre | Tanzania

- Managed work order systems and maintained equipment records to ensure smooth departmental operations
- Acted as a liaison between clinical departments, enhancing communication and response times
- Delivered equipment training and support to clinical staff, demonstrating technical and interpersonal skills
- Conducted safety audits and performance evaluations of clinical equipment

August 2023 – August 2024

Biomedical Field Service Engineer | Muhimbili National Hospital | Tanzania

- Diagnosed and resolved complex equipment issues, ensuring minimal downtime
- Provided technical support with a customer-first approach, enhancing satisfaction
- Demonstrated strong attention to detail and accountability while handling high-stakes clinical equipment
- Conducted needs analysis to tailor solutions, increasing customer retention