

# Amena Baig

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## **Research Assistant and Customer Service Professional**

*Practical, positive, and professional*

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Dedicated and empathetic Customer Support Professional with a strong background in healthcare, SaaS platforms, and patient experience. Adept at troubleshooting, problem-solving, and providing exceptional support via phone, email, and chat. Passionate about assisting patients and healthcare providers in accessing and managing digital health records.

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### **Key Skills, Qualifications and Accomplishments**

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- Proficient in data collection and related reporting
- High familiarity and use of MS Suite (Word, Excel, PowerPoint, Outlook), SPSS
- High proficiency in project writing and coordination
- Ability to work in cross-working teams
- Customer Service & Client Support
- Scheduling & Coordination
- Strong Verbal & Written Communication
- Data Entry & Documentation
- Problem-Solving & Conflict Resolution
- MS Office (Word, Excel, Outlook, PowerPoint)
- Multi-Lingual (English, Urdu)

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### **RELATED EXPERIENCE**

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#### **Digital literacy instructor (Volunteer)**

Centre for skill development | Milton, ON

(Current)

- Assisted clients (seniors) with digital literacy, providing step-by-step guidance on using technology.
- Handled inquiries and concerns, ensuring clear communication and positive client experiences.
- Maintained records of participant progress and attendance.
- Adapted teaching methods to meet diverse client needs, demonstrate patience and strong interpersonal skills.
- Knowledgeable in fostering inclusive learning environments that support diversity, accessibility, and equity.
- **Certified in First Aid & CPR C**, with additional training in WHMIS and workplace safety protocols.

## **Research Assistant**

National Center for Proteomics | University of Karachi

2013–2015

- Conducting lab experiments and routine analytical tasks following established procedures.
- Performing method validation, transfers, and stability testing of samples.
- Assisting in troubleshooting and resolving lab-related issues.
- Managed data entry and documentation, ensuring accuracy and compliance with industry protocols.
- Coordinated project timelines, assisting in scheduling and workflow management.
- Collaborated with diverse teams, maintaining effective communication with colleagues and supervisors.
- Handled inquiries and problem-solving related to research operations.
- Modified and reconfigured databases to ensure the optimal storage of data and minimize data entry complexities
- Writing data management and operations documentation for the project

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## **EDUCATION**

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**Certificate in Customer Services** – Centre for Skills Development

Ontario, Canada, 2025

**Degree in Biochemistry** - -University of Karachi

Pakistan, 2018

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## **ADDITIONAL CERTIFICATIONS**

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First Aid and CPR from St. John Ambulance Saint Jean

Accessibility for Ontarians with Disabilities Act (AODA)

Workplace Hazardous Materials Information System (WHMIS)

Slip, Trip, and Falls Prevention

Worker Health and Safety Awareness

Certificate for Medical Cannabis (ALLEGRA Learning Solution, LLC)

Certificate for HIPAA Compliance

Certificate in Legal and Ethical Issues in Healthcare (ALLEGRA Learning Solution, LLC)

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## **REFERENCES AVAILABLE UPON REQUEST**

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