



DON PAUL-ERWAN AHIMON

Paul-erwan@outlook.com |



Summary

Resourceful and experienced Advocate possessing outstanding prioritization, multitasking, and planning abilities to juggle responsibilities. Systematic and methodical professional offering 8 years of hands-on experience handling various administrative duties, financial counselling, advocacy, sensibilization and tasks in office setting. Commended and recognized for meticulous file management abilities and expectations management. Individual with outstanding active listening skills and problems solving. Individual offering experience from various backgrounds including finance, law and policies and procedures.

Skills

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| <ul style="list-style-type: none">• MS Office• Financial counselling• Budget Planning• Verbal and Written Communication• Scheduling and Calendar Management• Resource Allocation• Relationship Building• Staff Supervision• Correspondence and Reports• Work Planning and Prioritization• Document Control• Project Coordination• Customer Service• Active listening• Multitasking and Organization• Host | <ul style="list-style-type: none">• Coaching and Mentoring• Complex Problem Solving• Motivational Leadership• Team Management and Supervision• Office Management• Team Leadership• Appointment Scheduling• Handling Complaints• Staff Scheduling• Advocating• Risk management• Decision Making• Performance Management• Time Management• Campaign preparation• Res |
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Experience

**University of Ottawa's Student Union /
Ottawa, ON
Students Rights Advocate
2024-10 - ongoing**

- Provide advice and representation to students on individual files. This includes, but is not limited to, collecting data and information related to clients, holding meetings, providing information on student rights and responsibilities, referring students to appropriate resources, Provide information and guidance to students on the appeal and complaint resolution processes
- Report any systemic issues to the Director.
- Participate in meetings and/or initiatives and campaigns aimed at addressing systemic issues.
- Provide recommendations to improve practices and policies related to the EDC mandate.
- Advocate for the creation and improvement of policies that protect the human rights of students.
- Inform OCUS of necessary changes to university policies
- Manage the volunteers placement program
- Host events focusing on advocacy and human rights

**University of Ottawa/ Ottawa, ON
Chair of the Afrodescendant Employee
Representative Group
2024-03 - ongoing**

- Meet administrative employees and professors from the afrodescendant and caribbean communities to understand the community's need
- Create a support network connecting administrative employees of the communities
- Organize social and instructive events related to the community's needs

**University of Ottawa/ Ottawa, ON
Member of the Faculty of Social Sciences
Black Anti-racism Committee
2023-08/2024-08**

- Organize social and academic events to promote cultural diversity, inclusion and promote awareness on black and afro descendant racism (example : Arts exposition organized in May 2024 at the faculty of social sciences)
- Provide support for research projects on systemic racism and ways that racism is expressed within institutions and in society
- Perform administrative tasks to ensure rooms availability for events

**University of Ottawa/ Ottawa, ON
Administrative Assistant for the vice-dean,
Governance and Internationalization
2023-03/present**

- Support the VDGI in matters relating to the governance of the Faculty;
- Conducting research, analyzing data or information collected and preparing various narrative, statistical or comparative reports;
- Prepare briefing notes of some complexity on a fixed schedule and on an ad hoc basis and, where appropriate, submit recommendations to the VDGI. Resource person and contact for FSS governance related processes and timelines.
- Support the VDGI in matters related to the internationalization of the Faculty,

**University of Ottawa's Student Union /
Ottawa, ON
Students Rights Advocate
2020-11/2021-11**

- Provided advice and representation to students on individual files. This includes, but is not limited to, collecting data and information related to clients, holding meetings, providing information on student rights and responsibilities, referring students to appropriate resources, Provide information and guidance to students on the appeal and complaint resolution processes
- Reported any systemic issues to the Director.
- Participated in meetings and/or initiatives and campaigns aimed at addressing systemic issues.
- Provided recommendations to improve practices and policies related to the EDC mandate.
- Advocated for the creation and improvement of policies that protect the human rights of students.
- Informed OCUS of necessary changes to university policies

**BMO Bank of Montreal | Ottawa, ON
Personal Banker,
2020-02/ 2020-11**

- Took a lead in proactively engaging with existing customers and prospects by providing needs-based assessments to grow loyalty and identify immediate / future opportunities.
- Engaged customers to complete needs assessments that identify financial solutions and preferred banking channels while recommending tailored solutions addressing both sales and service needs
- Addressed questions and resolved issues raised through consumer credit audits and quality checks to ensure accurate data entry and lending application recommendations in compliance with legal and regulatory requirements and lending policies and processes.
- Applied the risk management framework to the portfolio to protect the Bank's assets and maintain the quality of the lending portfolio in compliance with requirements for the lending process and established yield, quality, diversification, and risk guidelines.
- Made credit recommendations for personal lending transactions, including home financing, in accordance with sound credit granting principles and with the Bank's policies and procedures.
- Probed to understand customer personal banking and credit card needs and integrates marketing promotions and programs into customer conversations to provide strategic advice.
- Kept current with the wider financial services marketplace, the legal and regulatory environment, and our commitment to uphold the highest ethical requirements of our industry.

BMO Bank of Montreal, Customer Service Representative
2018-09/2020-02

- My employment consisted in assisting our customers with their banking needs to deliver them a great customer experience.

Student Federation of The University of Ottawa | Ottawa, ON
Coordinator of The Peerhelp Center
2018-08/-2018-09

- The PeerHelp Center helps students find tutors when they have difficulties with their courses. The PeerHelp Center also has active listening and a phone line service to help students who deal with stress, anxiety or mental problems. Plus, as the coordinator, I oversaw making sure that the events calendar is always up to date, and I oversaw the promotion of the upcoming events.

Student Federation of The University of Ottawa/ Ottawa
Supervisor of the Mentoring for youth program for the PeerHelp Center
2018-01/2018-04

- The PeerHelp Center helps students find tutors when they have difficulties with their courses. The PeerHelp Center also provides active listening and a phone line service to help students who deal with stress, anxiety or mental problems. The PeerHelp Center has a Mentoring for Youth Program which extends his field of action to high schoolers

Student Federation of The University of Ottawa/ Ottawa, ON
Supervisor of The Bike Coop 2017-09/2018-01

- Service linked to the student federation of University of Ottawa, The Bike Coop is a Do-It-Yourself workshop reserved for bike lovers who'd like to maintain, repair or even custom their bikes by themselves and/or helped by volunteers and staff.

Internship, BNP Paribas
2017-06/2017-06

- I did an internship in the international bank for commerce and Industry in Ivory Coast which is a subsidiary of the French bank BNP Paribas. My job consisted in helping clients with their banking preoccupations and provide them an excellent customer service, so they are satisfied with their bank.

Sales Representative, Mbna Mastercard 2016-09/2017-01

- Promoted a student credit card to the students in colleges such as Carleton, University of Ottawa etc...

Vice president in public relations, L'arbre à palabres
2016-09/2019-05

- Linked to the university of Ottawa, its aim was to promote panafrikan debates on major stakes in the continent in the XXIth century.

Internal communication and finances manager, Succès Educatif Pour Tous 2016-06/2016-12

- The goal was to better prepare students as they move from high school to college both in North America and Europe. To meet the goal the association, provide personal experiences and general application procedures

COPHARMED, Abidjan, Cote d'Ivoire
2012-04/2012-04

- I have made an internship in the pharmaceutical domain, at a wholesaler of the name of COPHARMED where I touched everything, from the packaging and the preservation of medicine to the delivery via the financial and directional sector of the company

Education and Training

Alison Learning 2024-03 – 2024-04

- Certificate in International relations

University of Ottawa 2024-01 - ongoing

- Master's in economics

IFC: Investment Funds 2020-06 to 2020-10

- Having worked in the financial industry, I passed my Investment Funds Course that allows me to give advice to clients regarding investment products such as mutual funds.

University of Ottawa 2015-09 to 2019-05

- Graduated in June 2019 from the University of Ottawa where I took an Honors Bachelor of Economics with a minor in Politics **Lycée Français Blaise Pascal**

Lycée Français Blaise Pascal, 2009-2015

- From the second year of high school to the final year of my French Baccalauréat that I obtained with the mention Good, which is the equivalent of an average of 15.42 out of 20.

Lycée Maurice Delafosse, 2008-09 2009

- Did first year of high school in this establishment.

Languages

French:



Native/ Bilingual

English:



Native/Bilingual

Spanish:



Limited

Certifications

- Active listening training- 2021
- Human Rights and Advocacy training – 2021
- Mutual Funds Course (IFC) – 2021

- SafeTALK training- 2023

