

Richard Tozak

Toronto, Ontario

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Advanced Soft Skills

- English reading, writing, speaking and listening communication skills
- developing positive relationships with co-workers, external stakeholders and clients to provide exceptional customer support
- meticulous attention to detail and focus

Advanced Technical Skills

- office process automation using VBA, WIN API and the DOMs for MS Office apps 2003-2010
- Access, Excel, Word, Internet Explorer, Outlook and Adobe Acrobat Pro
- relational databases, SQL, advanced Excel formulas and Word merges
- Crystal Reports XI (including formulas for advanced formatting functionality)
- writing VBA functions to use in SQL queries and as new MS Excel functionality

Work Experience

Reporting Analyst (2013-2013)

RBC (Royal Bank of Canada) - VBA, MS Access database, ETL and Excel formula developer

- reviewed all existing Excel dashboards for accuracy and consistency (ensuring all data was presented in final pivot tables, charts and graphs) and created advanced Excel formulas to automate away manual steps and final manual corrections (that were inadequately documented so not being applied consistently)
- automated data/file Extraction with VBA, Transformation with Access SQL queries and Load operations into MS Excel with links from external data in proprietary systems, SharePoint files and MS SQL Server databases
- automated reporting, dashboard and charting requirements with VBA, Access, SQL, advanced Excel formulas (lookups and indirect addressing) and pivot tables
- wrote user and developer documentation for these solutions

Educational/Study Leave (2012-2013)

- self-study of Autodesk AutoCAD to complete community house design in 3D; other studies

Regional Business Planning Analyst (2010-2012)

Ontario Ministry of Training, Colleges and Universities - VBA and MS Access database developer

- provided initial review and correction of all reports for accuracy and consistency (and verifying pre-existing SQL queries and Crystal Report formulas were responsible for given errors)
- worked with ministry employees across the province to develop and to modify province-wide database solutions in Access, Excel, VBA and Crystal Reports
- successful and timely development of province-wide database solution for the analysis, reporting, allocation and distribution of the ½ billion rollout of the Employment Ontario (EO) program
- designed and developed Excel templates for distribution to 400+ external service providers for the EO program to automate ETL into Access database
- modified existing database solution to interface with Ontario government's automated payment system to electronically transfer \$200,000 bi-monthly to businesses and to individuals
- developer/administrator of 13 database solutions; supported 100+ province-wide users and wrote user, developer and administrator documentation for these databases
- gave end-user training sessions and management functional review presentations of database solutions in meetings, through teleconferencing and, especially, with NetMeeting

Database Developer (2008-2009)

HSBC - VBA, MS Access and Excel Formula Developer

- developed automated ETL database solution in Access and Excel with VBA (turning a 3-hour, manual 1-GB ETL operation into a 15-minute, fully-automated one by recording and dropping Access database indexes in a template database, loading the data and then recreating the indexes; and by creating SQL queries to automatically clean and validate the data)
- developed VBA solutions to interface import/export operations with IBM financial apps

Educational/Study Leave (2006-2008)

- nine months of self-study and practice with Visual Studio 2005, VB .NET, ASP .NET, .NET Framework: saw programs require back-end data sources, switched focus to databases
- six months of self-study and practice with MS SQL Server 2005, SSRS, SSIS, SSAS, TSQL, relational databases, optimization, database design and security best practices, etc.
- successfully passed two MS SQL Server 2005 Administration accreditation exams
- three months of additional advanced and in-depth study of VBA, MS Access, MS Excel, SQL, ETL, pivot tables, etc.

Telephone Support (2006)

Elections Ontario - Technical Support

- provided telephone support to election offices across Ontario to solve their multi-lined telephone system issues
- called in and worked with external service providers as needed

IT Support and previously Sr. Administrative Assistant (2005-2006)

Ontario College of Social Workers and Social Service Workers

- developed fully automated VBA solution to process Outlook email handbook requests, to save mail-out logs in Excel and to produce labels in Word merge
- developed VBA automation solution accessing SQL Server data for form completion and electronic fax from desktop (turning a ten minute per fax operation into a one minute one)
- provided senior administrative assistant support in the Complaints and Discipline department
- improved and maintained both the paper file system and the database tracking system

Project Assistant and previously Administrative Assistant (2003-2004)

Ontario Ministry of the Environment

- most notable accomplishment was the final grammatical edits and formatting of the 625-page *Stormwater Management Planning and Design Manual, 2003*
- supported business analysts and advisors proofing documents, briefing notes and correspondence for accuracy, consistency and grammar

Administrative Assistant (1987-2003)

- 15+ years of experience in numerous public and private sector positions
- Ontario Hydro; Management Board Secretariat; Ministries of the Environment, Health, Finance, Education, Training, Housing, and Natural Resources

Skills

- advanced in MS Office applications, Windows and application-transferable features, keyboarding skills and knowledge
- fifteen years of experience as an administrative assistant
- patience to explain, answer questions and share knowledge of MS Office application features
- developing good relationships to work as part of teams
- advanced proofreading and typographical skills, university-level grammar
- meticulous attention to detail and accuracy
- exceptional organization and research skills
- quickly able and open to learn new skills and software (life-long learner)
- respectful to others of their reasonable expectation of security, privacy and confidentiality

Education

- GED

Microsoft Accreditations

- MCP: Microsoft Certified Professional (MS SQL Server 2005 Administration)
- MCTS: Microsoft Certified Technology Specialist (MS SQL Server 2005 Administration)