

# Sean Cooper

Freelance Writer and Blogger

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## PROFILE

- 5 years of experience as a copy editor and writer in print and electronic media
- 5 years of experience in the financial industry in pensions and personal finance
- Strong written communication skills and excellent analytical skills
- Excellent at writing accurate, clean and concise copy under tight deadlines
- Ability to adapt writing style to fit a broad range of audiences and topics
- Outstanding attention to detail and exceptional proofreading skills

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## RELATED WORK EXPERIENCE

### Pension Analyst

**Towers Watson** – Toronto, ON

August 2010 – Present

- Handling over 25 incoming calls daily; achieving 95% first call resolution
- Preparing more than 3,000 annual pension benefits statements; ensuring pension statements conform with government legislation
- Preparing and finalizing over 500 retirement and termination pension benefit packages; meeting 99.5% of client turnaround time
- Consistently meeting yearly target of 1,600 billable hours
- Redesigning Microsoft Word mail merge for pension benefit statements, reducing turnaround time by 20%
- Receiving a 97% client satisfaction score, leading to pension administration contract renewal with major client
- Reviewing associate billable time with Oracle and preparing client invoices
- Developing project schedule and effectively tracking billable time, resulting in 10% saving to year-end budget

### RESP Resolution Services Associate

**Assante Wealth Management** – Toronto, ON

January 2010 – July 2010

- Researched and resolved more 500 not in good order transfer requests within 6 months
- Reviewed over 100 grant applications weekly for requirements and qualifications and submitted grant requests to HRSDC
- Assisted with ongoing audits by HRSDC, CRA and other third parties
- Provided RESP educational services to new and existing staff as well as at various events
- Processed more than 50 transfers weekly; consistently met trade deadlines
- Reviewed RESP transactions for quality control, improved turnaround time by 20%

**Administrative Assistant**

**Ted Rogers School of Management, Ryerson University** – Toronto, ON 2008 – 2009

- Planned and prepared logistics of Winter '09 Industry Reception with 150 attendees
- Assembled, updated and produced professional portfolio of 150 resumes for distribution to prospective employers
- Maintained and ensured accuracy of filing system for 500 student records
- Prepared and edited correspondence, agendas and reports
- Managed and updated 200 business contacts in Microsoft Outlook
- Promptly responded to student inquiries by phone and email within 24 hours

**Non-Filer Officer**

**Canada Revenue Agency** – Toronto, ON

Summer 2006

- Resolved 50 delinquent taxpayer files within 3 months
- Organized and developed a workload, analyzed existing information and taxpayer history to ensure an effective, efficient investigation
- Obtained and analyzed detailed financial data and pertinent facts
- Negotiated acceptable filing arrangements for Income Tax and GST returns
- Arranged payment and compiled asset information to increase efficiency in the collection of amounts owing

**EDUCATION**

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**Bachelor of Commerce Undergraduate Degree with Honours**

Ted Rogers School of Management, Ryerson University

2007-2009

**Major:** Management

**CGPA:** 3.52/4.33

**Achievements:** Dean's Honour List for Outstanding Academic Achievement

**REFERENCES**

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Available Upon Request