

## QUALIFICATIONS SUMMARY

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Motivated and highly innovative professional looking to optimize my educational and organizational experience to build a career in the Financial Services Sector. Proven ability to achieve business objectives and foster teamwork while using technical skills and knowledge to keep projects on track and meet operational needs.

**Technical Proficiency:**

Microsoft Office Suite, Java, C++, JavaScript, HTML, Python, SQL, SAS

**Communication & Presentation:**

Articulate and strong interpersonal skills with the ability to communicate effectively and build trusting relationships with team members, supervisors, and stakeholders

**Organization:**

Proven ability to manage several projects across multiple teams and maintain project timelines

**Key Strengths:**

Diligent and agile working style to be able to make critical decisions and keep teams motivated and supported in a fast pace working environment

## EDUCATION

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**Bachelor of Computer Science** – Ryerson University, Toronto, ON

**June 2020**

**Certificates in:**

- Professional Communications and Etiquette
- Soft Skills for Career Growth
- Critical Thinking and Problem Solving
- Data Acumen

## PROFESSIONAL EXPERIENCE

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**Jr. Analytics and Data Scientist** – TD Bank Group, Toronto, ON

**August 2020 - Present**

- Work as part of a team of 6 supporting the retail division of TD.
- Develop insightful customer analytics through basic analysis, customer segmentation, and customer relationship management for a sizeable advisory project for customer performance improvement.
- Perform complex data analysis and visualization on retail banking customers and transaction data.
- Create data mining models to analyze customer and product data using SAS Enterprise Miner
- Design and develop dashboards and scorecards to support business needs, ensuring alignment of metrics across the organization.
- Provide updates, and daily communications from the team to managing supervisors and project leads via scheduled meetings, email communication, and conference calls.

**Analytics & Data Science Intern** – TD Bank, Toronto, ON

**May 2019 - September 2019**

- Supported team by providing analytics and insights and recommended actions that enabled optimal business decisions contributing to the resolution of complex business problems.
- Provided data visualization support for two large projects in the commercial banking division, by employing various techniques to support the business in interpreting data and communicating implications and recommendations.

## **Analytics & Data Science Intern *Continued***

- Designed and developed dashboards and scorecards to support business needs, ensuring alignment of metrics across the organization.
- Collaborated and worked with a team of 6 working on initiatives designed to improve decisions, processes, systems, and applications which support our key businesses.
- Recognized for a high level of professionalism in communications across meetings, emails, and conference calls.

## **IT Business Systems Analyst, Intern– RBC, Toronto, ON**

**May 2018 - September 2018**

- Provided estimates on activities and tasks that were required to perform design, coding and unit testing which contributed to the improvement of accuracy over four months.
- Worked on three projects concurrently doing user documentation and data cleanup.
- Facilitated small group meetings for technical design, problem-solving and task implementation.
- Assisted with data analysis and reconciliation of various data sources.
- Participated and led communications in walkthrough reviews of technical specifications, programs, and unit test plans.
- Developed and performed application testing and created test scripts for User Acceptance Testing (UAT).
- Maintained excellent relationships through reliable communications with multiple supervisors and project managers, and ensured projects and assignments were met within specific timeframes.

## **ADDITIONAL SKILLS and EXPERIENCE**

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### **Vice President, Development for Developers Club**

**September 2019 - May 2020**

*A community of students dedicated to applying our technical skills in the social impact space.*

- Facilitated information sessions and recruited students interested in the club, increasing our participant numbers from 10 to 18 members within three months.
- Teamed up with club president, to co-ordinate and set up teams of 4, matching them with one of our non-profit partners to work on 3 Social Innovation Projects (SIPs) developing software solutions to address specific needs of their organizations.
- Co-ordinated and promoted the end of year Industry speaker session, bringing in 4 professionals representing developers in the Financial, Telecom, and Commercial Retail sectors for a panel discussion and networking for 60 students.
- Recruited 25 participants for the IDHack, a spring-time hackathon, acting as a mentor and facilitator for the competition which focused on solving problems in International Development (ID).

### **Conference Volunteer, Speaker Liaison – Collision, Toronto, ON**

**July 2020**

- Assisted with speakers, directing them to their stages, helping with set-up and personal requirements and remained on-site to troubleshoot technical difficulties.
- Liaised with conference delegates to gain feedback on the sessions and ensure that they were having a satisfying experience and providing insights back to speakers and organizers.
- Provided directional and logistical assistance to delegates at the end of the day to help find transportation back to their hotels and the airport.
- Worked as part of a team of 10, providing support and relief when needed.

**INTERESTS:** Live music, yoga, camping, travel