Umad Akram

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EXPERIENCE

CIBC   **Toronto, Ontario**
IT Project Coordinator Co-op   *Sept 2024 – Present*
- Coordinated cross-functional IT project teams to deliver 3+ projects on time by managing schedules, tracking progress, and mitigating risks, resulting in a 15% reduction in delays
- Streamlined communication between stakeholders and technical teams by implementing new reporting tools, increasing project transparency by 20%
- Improved project documentation and resource allocation by creating standardized templates and workflows, cutting project setup time by 25%

InsightFlow Ai   **Oshawa, Ontario**
Full-Stack Developer   *Nov 2023 – Sept 2024*
- Spearheaded the development of 15+ custom websites using React, Node.js, and MongoDB, increasing client traffic by 35% and improving user retention by 20%.
- Engineered tailored AI chatbots for each site, automating 70% of customer interactions and reducing average response time by 50%.
- Revamped backend architectures, cutting website load times by 40% and enhancing overall performance, leading to a 25% boost in user engagement.

InsightFlow Ai   **Oshawa, Ontario**
Co-Owner   *Nov 2023 – Sept 2024*
- Spearheaded the development and implementation of 15+ personalized AI-driven websites and chatbots, enhancing client engagement and driving a 30% increase in customer interaction rates.
- Engineered and launched customized chatbot solutions for diverse international clients, improving website functionality and boosting lead conversion by 25%.
- Negotiated and closed contracts with over 20 businesses by clearly demonstrating the ROI and competitive advantages of tailored chatbot solutions, generating $10K+ in revenue annually.

PROJECTS

Ai Chatbot   **Oshawa, Ontario**
Developer   *Nov 2023*
- Engineered an AI chatbot using Python and NLP, automating 80% of customer support inquiries and cutting response time by 50%.
- Designed and optimized the chatbot's front end with HTML, CSS, and JavaScript, enhancing UI responsiveness by 25% and elevating user experience.
- Boosted user engagement by 40% by integrating the chatbot into the company's website, streamlining customer interactions.

Stock Predictor   **Oshawa, Ontario**
Developer   *Nov 2023 – Dec 2023*
- Trained mathematical models to predict stock price trends using Naive Bayes, Neural Networks, and Linear Regression Time Series algorithms
- Scripted the predictive stock price model and obtained a prediction accuracy of 90.07%

EDUCATION

Ontario Tech University   **Oshawa, Ontario**
Information Technology and Cybersecurity   *Expected Graduation, June 2027*
- **GPA:** 3.8
- **Related Coursework:** Object-Orientated Programming, Web & Script Programming, Machine Learning, Data Structures and Algorithms.

SKILLS

Programming: Java, Python, JavaScript/TypeScript, HTML/CSS, React.js, C#, C++, Object-Orientated Programming
Tools: Visual Studio, Linux, Jupyter Notebooks, Wireshark, Cisco, Github, Bot Press, MongoDB