

Ghutai Zaki

Software Engineer

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PROFESSIONAL SUMMARY

As an aspiring Software Engineer with a strong foundation in front-end web development and a passion for creating innovative solutions, I am seeking a challenging position to apply my skills and contribute to a dynamic team. With a background in Software Engineering Technology and a bachelor's degree in commerce, I bring a unique blend of technical expertise and business acumen

Education

- **Software Engineering Technology** | *Advanced Degree*
CENTENNIAL COLLEGE OF APPLIED ARTS AND TECHNOLOGY
- **Bachelor of Commerce**
NIPISSING UNIVERSITY
- **Business Administration** | **Digital Marketing** | *Advanced Degree*
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Professional Experience

CRA | Customer Experience Agent | | 2022 – 2023

- Provided comprehensive troubleshooting support to streamline issue resolution process, resulting in an 80% client satisfaction rating.
- Performed detailed reviews of over 5,000 accounts per month to ensure data accuracy & compliance with CRA regulations.
- Expertly defused potential conflict situations by utilizing strong interpersonal skills and demonstrating understanding of customers' needs, decreasing escalations to management by 25%
- Conducted interviews with clients by phone to gather and verify information, request, and negotiate payment of outstanding amounts within prescribed parameters, request missing returns and provide a legal warning to taxpayers.
- Verbally responded to telephone enquiries pertaining to system-generated letters and provided general collection and compliance information.
- Gathered and verified Stakeholder contact information, recovery sources and other relevant information and input data on to Agency electronic diaries.
- Refer unresolved accounts, or accounts meeting predetermined criteria to recovery office and quality service teams.

TD Canada Trust | Analyst 1 | Internship | 2021 – 2022

- Executed data-driven insights from 300+ customer profiles to identify new business opportunities and optimize existing processes, resulting in a 20% improvement of statistical efficiency.
- Collaborated with management to develop comprehensive business plan featuring solutions & strategies for growth and expansion.
- Generated comprehensive reports on performance metrics for key stakeholders, resulting in increased transparency and improved decision-making.
- Conducted 50+ internal audits to ensure accuracy of data, resulting in improved operational efficiency by 10%.
- Evaluated 10 key performance indicators monthly to assess progress towards goals & identify areas of improvement, leading to an increase in operational efficiency.

TD Canada Trust | Customer Experience Associate | 2021 – 2022

- Processed over 100 financial and investment transactions daily to ensure accuracy and integrity of customer accounts.
- Performed detailed financial analysis for 500+ clients to ensure that their portfolios met established standards & regulations.
- Formulated and executed strategic plans to nurture strong relationships with 80+ clients, building trust and loyalty through proactive outreach.
- Facilitated team-building sessions to promote collaboration and communication among branch staff, resulting in an improved team performance by 15%
- Proactively identified areas of improvement by analyzing customer feedback data and leading workshops, increasing customer satisfaction ratings by 20%

Nordstrom Inc | **Lead Sales Associate** | 2016 – 2018

- Instructed and trained 25+ new hires on company software, products & sales processes, resulting in 90% onboarding completion rate within 30 days.
- Led department team to exceed monthly sales targets by 15%, contributing an additional \$100K in revenue for the quarter.
- Delivered 20% growth in new business opportunities through effective account management and building strong customer relationships.
- Facilitated quarterly performance reviews for 10+ sales personnel, resulting in a 10% increase in overall productivity.
- Organized monthly team meetings to align objectives & set goals, increasing team collaboration by 15%.

Skills Sets

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| ○ Project Management Risk Management | ○ Technical Support Certified |
| ○ Financial Management & Analysis | ○ Microsoft Office Certified |
| ○ Client Management Tools (CRM) | ○ Organizational & Interpersonal Skills |
| ○ Relationship Management | ○ Time Management |
| ○ Google Analytics Certified | ○ Excellent Written and Verbal Communication |
| ○ Network Troubleshooting | ○ Entrepreneurial Mindset |

Technical Skills

HTML | CSS | JavaScript

Java

MongoDB

C# | C++

My SQL | PostgreSQL | Graph QL

Rest API

GIT | GITHUB

Linux | Unix

Python

Jira