

AATHITHYAN PRAPAKARAN

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EDUCATION

Ted Rogers School of Management - Toronto Metropolitan University

Toronto, ON

Bachelor of Commerce

Graduation Date: June 2025

- **Relevant Coursework:** Financial Accounting, Macro-Economics, Statistics, Infrastructure Technology Management, Marketing, Excel, Python, SQL, Cloud Computing, Cyber Security
- **Certifications:** Excel, Google Analytics, Machine Learning, Digital Transformation, CPR & First Aid Trained

WORK EXPERIENCE

BMO

Maple, ON

Customer Service Representative

July 2024 - Present

- Coordinated daily operational tasks, including managing customer inquiries, processing transactions, and scheduling meetings, ensuring smooth workflow and adherence to branch guidelines
- Analyzed and resolved complex customer issues by collaborating with cross-functional teams, resulting in a higher first-contact resolution rate and enhanced customer satisfaction
- Supported administrative processes by tracking and verifying transaction records, managing office supply inventory, and maintaining accurate documentation, contributing to efficient operations and regulatory compliance

Micropeer Solutions

Richmond Hill, ON

Business Analytics Intern

April 2023 - Sept 2023

- Conducted analysis for over 6,000 transaction data to uncover insights into customer behaviour, product performance, and market trends
- Evaluated model performance and refined parameters to improve accuracy and reliability, resulting in a 30% reduction in operational cost and a 20% increase in revenue growth
- Designed and developed interactive dashboards and reports to monitor key performance indicators for IT services, resulting in a 40% improvement in service delivery efficiency

OnRoute

King City, ON

Assistant Manager

Oct 2021 - April 2023

- Aligned product strategies with sales objectives through cross-functional collaboration, contributing to an average 20% sales growth every year
- Managed weekly revenue averaging \$70,000+ with the use of strategic sales initiatives with the help of Microsoft Excel and QuickBooks to keep track of new sales goals
- Contacted and followed up with suppliers daily to ensure punctual delivery of inventory and alignment of schedules, resulting in a 32% reduction in late deliveries and enhanced reliability in inventory management

LEADERSHIP & EXPERIENCE

Toronto Metropolitan University Tamil Student Association

Toronto, ON

Director of Finance

Sept 2021 - Present

- Oversaw financial activities, including budgeting, event sales, and cash flow management with an annual budget of \$20,000
- Engaged with local businesses and alumni to secure sponsorships and donations, increasing the association's funds by 30%
- Implemented financial controls to mitigate risks associated with event finances and optimized strategies for continuous improvement for future events

SKILLS & INTEREST

Computer: Microsoft Office (Powerpoint, Word, Excel), Python, SQL, Tableau, Google Suite, Cloud Computing

Skills: Product Management, Event Marketing, Digital Marketing, Business Analytics, Transaction Analysis