

**Aqeish Parvez**

41 Wilsongary Circle, Ajax, ON L1T 0G6 • 437-246-5776 • aqeish.parvez@gmail.com  
www.linkedin.com/in/aqeish

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**OBJECTIVE**

To obtain a position as a/an

**SUMMARY OF QUALIFICATIONS**

- Two-year advanced diploma in software engineering technology in progress
- Java, C#, Software Systems Design, Mobile Apps Development, Advanced Database Concepts, Data Structures and Algorithms
- Experience in creating C# applications using object-oriented programming concepts including data abstraction, inheritance and polymorphism
- Experience in developing advanced SQL queries, PLSQL, data and table manipulation commands and performing NoSQL document management, CRUD operations, data queries, indexing and aggregation techniques in RDBMS and NoSQL driven systems
- Experience in developing component-based applications and establishing database connectivity using Java
- Experience in creating complex GUI applications, interacting with databases using JDBC and utilizing Java collections framework
- Created software design specification document using iterative Agile methodology, UML diagramming and modeling tools, software engineering design principles, design patterns, software architecture, software interfaces, software components, database and user interfaces in context of web and mobile apps
- Created advanced graphical user interfaces, handled events, accessed remote services, stored and retrieved data on device, displayed maps and used other Android APIs to develop and deploy mobile applications on Android platform using Android Studio
- Analyzed, evaluated and applied data structures and algorithms for implementation of software system
- Analyzed efficiency of algorithms using mathematical techniques, evaluated algorithm design and performed operations on data structures for implementation of software systems
- 6 years of client services experience within financial services industry including account management support, administrative support, sales support and renewal operations
- Experience in increasing efficiency through process improvement, project management and strategic planning in collaboration with internal and external stakeholders
- Bachelor of Public Administration majoring in marketing and diploma in computer sciences
- Computer skills: MS Office (Word, Excel, PowerPoint, Access), Salesforce, Google Suite, Mail Merge, Outlook, WebEx, spreadsheet software and calendar management software
- Problem solving skills, organization skills, time management skills, prioritization skills, multi-tasking skills, critical thinking skills, attention to detail and analytical skills
- Quick learner, flexible, organized, committed and collaborative with passion for customer service, positive attitude, verbal and written communication skills and presentation skills
- Multilingual: Fluent in English, Urdu, Hindi and Punjabi

**PROFESSIONAL EXPERIENCE****Easyline Specialist**

TD Canada Trust, Toronto, Ontario (www.td.com)

04/2020 – Present

- Increased sales and deepened client relationships by 20% per quarter by achieving quota for opening new accounts, business development and meeting pipeline development goals
- Increased customer digital tech usage by 40% per quarter by using client service skills, verbal and written communication skills to make digital sales and meet revenue targets
- Increased team sales by 5% by sharing reports using MS office (Word, Excel, PowerPoint) and other computer systems with team members and senior level audience
- Decreased average handling time by 30% per quarter by increasing financial industry knowledge and using organization, multi-tasking and prioritization skills
- Fulfilled client requests, delivered solutions and maintained service levels in challenging situations while overcoming rejection with charisma and courage

### **Senior Specialist**

06/2015 – 11/2018

S&P Global, Islamabad, Pakistan ([www.spglobal.com](http://www.spglobal.com))

- Increased renewal and new sale rate by 15% per year by scheduling meetings, prospecting leads, building relationships with clients, demonstrating value proposition, issuing invoices and facilitating commercial negotiation for client relationship management and sales team
- Expedited revenue growth by 30% by pursuing opportunities to grow business, identifying client issues, solving problems, process improvement, proactive order processing, billing, invoicing, payments tracking through CRM databases and making follow up on payments
- Decreased delays in renewals by 50% by creating reports, dashboards and spreadsheets and engaging internal and external business partners to execute B2B growth initiatives, ensure client retention, enhance customer experience and impact business growth positively
- Fulfilled client needs, managed client communications and handled complaints and customer inquiries over telephone and through email using Outlook and Gmail daily

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### **Senior Specialist (Continued)**

- Executed request for proposal, transactions management, commission plan development, pricing changes, sales and marketing strategies for 1K accounts per year on average
- Drafted contracts and correspondence, handled sensitive and confidential information, scheduled meetings and delivered presentations using Word, PowerPoint and Outlook daily
- Ensured delivery of products and services within deadline and SLAs by proactively updating account information in Salesforce.com
- Lowered time needed to create bulk cases in Salesforce by 80% using mail merge, vlookup, index match, pivot tables, formulas and macros in Excel to optimize productivity
- Delivered analytical support, developed performance metrics, quality standards and quality assurance systems, trained staff and created processes to hold violators accountable
- Improved operational efficiency by developing tools, creative business strategies, training materials, policies and procedures, for example, saved team 2 head counts per year by creating Excel spreadsheet to automate contract generation
- Developed deliverable tracking systems, verification systems, end to end process maps, process documentation and plans to manage inventory and support strategic direction
- Reduced turnaround time by 40% by creating workflow management spreadsheets in Excel to organize and quantify tasks for performance reporting prior to Salesforce integration
- Slashed 18 hours of processing time per day by creating insight reports and dashboards in Salesforce.com for performance reporting and ensured their continuous improvement
- Reconciled approximately 19M USD of missing revenue by performing audit to assist Finance in meeting regulatory compliance and other regulatory requirements in 2018
- Delivered solutions after identifying client needs and triggered product or process changes in collaboration with account executives, product management, order management and senior leadership teams as and when required

**Analyst**

11/2012 – 06/2015

S&amp;P Global, Islamabad, Pakistan (www.spglobal.com)

- Analyzed financial data by collecting, monitoring, researching and updating financial models for approximately 1.5K companies per quarter for decision support
- Introduced new collection methods, product enhancements and ideas for business efficacy
- Decreased turnaround time (TAT) by 15% and improved accuracy by 25% by creating a spreadsheet to document, record, track and research broker specific SOPs for quick access
- Conducted research and developed methods to increase accountability and fix problems
- Increased team productivity by 15% by conducting workshops and mentorship programs on focus, goal setting, time management and strategic planning to resolve business issues
- Investigated and reported any inconsistencies or improprieties to manager
- Rescued department from possible shutdown in 2015 by conducting analytical research on team capacity, error ratio and business needs to identify trends, build productivity standards, develop quality management systems, and redefine key performance indicators (KPIs)
- Created financial reports, charts, tables and exhibits as requested

**EDUCATION AND TRAINING****Master's of Public Administration**

2012

Quaid i Azam University, Islamabad, Pakistan

(Equivalent to four-year bachelor's degree from an Ontario university as determined by World Education Services in Toronto, ON)

**Bachelor of Science**

2009

University of the Punjab, Lahore, Pakistan

(Equivalent to two-year diploma as determined by World Education Services in Toronto, ON)