Nasif Shah

Antigonish, NS

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SKILLS

Programming

- JavaScript
- Python
- React JS
- TypeScript
- SQL

Database

- MySQL
- SQL Server

Microsoft Office

- MS Word
- MS Excel
- MS PowerPoint
- MS Access

SUMMARY

Highly organized and detail-oriented Administrative Professional with experience in managing office operations, coordinating schedules, and supporting business functions efficiently. Skilled in handling documentation, correspondence, and stakeholder communication with professionalism. Adept at streamlining processes, ensuring accuracy, and contributing to organizational success through strong multitasking and problem-solving abilities.

WORK EXPERIENCE

06/2024 - 02/2025

Admitting Clerk

Nova Scotia Health Authority

- Coordinated and managing the registration process, ensuring a seamless and efficient experience for participants.
- Implemented streamlined registration procedures, reducing processing time by 20%.
- Collaborated with cross-functional teams to address registration-related issues and improve overall participant satisfaction.
- Maintained accurate and up-to-date records of all registrations, ensuring data integrity and accessibility.
- Provided exceptional customer service, addressing inquiries and resolving issues promptly and professionally.

07/2020 - 08/2023

Application Consultant

IBM Canada

- Collaborated with the development team in managing customer facing applications.
- Developed skills in performing project tasks by using Agile Methodology.
- Followed the best practices of software engineering and performing proper quality management at all work.
- Gained expertise at designing and developing cross browser compatible websites.
- Added functionalities and fixed defects in existing front-end services to achieve standard quality.
- Worked with the project team on tracking bugs in the application by using Jira tracking tool.
- Conducted code reviews, mentored junior developers, and promoted best practices in front-end development.

07/2019 - 04/2020

Fulfillment Associate

Walmart Canada

- Efficiently processed and fulfilled customer orders by selecting products from designated areas and ensuring accurate item selection and quantity.
- Maintained a well-organized inventory system, regularly stocking shelves and updating stock levels to prevent shortages and improve order fulfillment speed.
- Conducted thorough quality checks on selected items, verifying their conditions, and overall quality to guarantee customer satisfaction upon delivery.
- Demonstrated exceptional time management skills by consistently meeting and exceeding daily order processing targets, contributing to the team's overall productivity.
- Effectively communicated with the team members and supervisors to coordinate order priorities, resolve issues, and ensure seamless order processing during peak periods.

05/2019 - 07/2019

Integration Specialist

Mackay Meters Inc.

- Maintained and engineered databases using PostgreSQL development.
- Designed and documented integration solutions in accordance with best practices.

- Provided technical assistance to troubleshoot and resolve integration errors.
- Supported development on resolving system defects, acting as liaison and developing solutions.

10/2018 -
05/2019

Technical Sales Representative

Staples Inc.

- Demonstrated in-depth knowledge of a wide range of technical products, including computers, printers, software, and accessories, enabling effective customer consultations and recommendations.
- Provided personalized technical guidance to customers, assessing their needs and offering tailored solutions that met their requirements, resulting in increased customer satisfaction and repeat business.
- Consistently exceeded sales targets by effectively presenting and promoting technical products, showcasing features and benefits, upselling complementary items, contributing to overall store revenue growth.
- Successfully addressed customer inquiries, concerns, and technical issues, offering timely resolutions and fostering positive customer relationships, ultimately enhancing the store's reputation for excellent customer service.
- Collaborated with inventory teams to monitor stock levels, ensuring availability of popular technical products and accessories, and promptly restocking items to minimize customer wait times.

EDUCATION

09/2014 -
04/2018

Bachelor Of Science - Computer Science

St. Francis Xavier University, Antigonish, NS - B2G 2W5

01/2012 -
04/2014

Bachelor Of Applied Science - Mechanical Engineering

Centennial College, Toronto, ON - M1G 3T8