

# Daniel Bahan

New Westminster, BC | 250-571-7046 | danrbahan@gmail.com |

## Highlights of Qualifications

- Full-stack website development experience, working both front-end and back-end, including the use of frameworks like Laravel
- Experienced in common SaaS tools such as Zendesk and Helpshift
- A history of being entrusted to work independently, managing my responsibilities, and the responsibilities of my team, under my own supervision
- Excellent problem-solving skills. I see every obstacle as a puzzle to be solved
- 5 years experience working as a team leader in a fast-paced work environment in which KPI's and deadlines were essential priorities
- Over 10 years of administrative and teamwork experience

## Technical Skills

### Front-End

HTML, CSS, Bootstrap

### Back-End

Javascript, PHP, jQuery, MySQL, AJAX

### Frameworks and Repositories

GitHub, Laravel

### CRM Softwares

Zendesk, Helpshift, Zoom, Google Meet, Microsoft Teams

### Online Tools

Google Workspace (Including administrating gmail groups), Microsoft Suite, Slack, Discord, IPB Forums

## Professional Experience

### Advancement in Web Development Education | August 2024 - July 2025

#### DataAnnotation | Vancouver, BC

##### AI Training Agent | May 2024 - August 2024 (contract work)

- Worked extensively with AI bots to help improve their language, writing, and image-reading skills
- Provided support for up to 8 different projects a week through my own professional time-management skills

#### American Income Life | Burnaby, BC

##### Life Insurance Agent | September 2022 - June 2023

- Engage policyholders via Zoom; assess client needs and recommend suitable insurance options, increasing client satisfaction
- Support growth initiatives by working with Regional Managing Agent to provide critical training for new processes, policies and procedures, upskilling new agents

#### LBC Studios | Vancouver, BC

##### Customer Support Representative | June 2017 - August 2017

- Consistently improved practices to better engage and support players, increasing player retention and game reviews by over 20% over the course of my employment

##### Customer Support Department Manager | August 2017 - June 2022

- Aligned service operations with company's core values; tracked department statistics and provided weekly performance updates to achieve team KPIs
- Cultivated a supportive environment, and encouraged commitment to excellence by leading staff to exceed service expectations

## Additional Experience

Subway | Sandwich Artist

2011 - 2013

Subway | Assistant Manager

2013 - 2015

A&W | Overnight Cook

2007 - 2009

A&W | Overnight Supervisor

2009 - 2011

- References upon Request -

> **Wage-subsidy eligible** <