**HAKIMA HAFIZI**

Cornwall, On | 469-508-9010 | [hakima.hafizi@gmail.com](mailto:hakima.hafizi@gmail.com)

**STRENGTHS**

**Programming Languages:** JavaScript, Python, SQL

**Web Development:** HTML, CSS, jQuery, React, Node.js, Angular, Express, Flask, Django, Package managers (npm), Responsive Design

**Database Integration:** MySQL, SQL, MongoDB

**SKILLS**

* Strong time management skills, with the ability to manage multiple tasks and objectives while responding to frequent demands of multiple customers
* Excellent communication and presentation skills to effectively report findings and influence change within the organization
* Strong understanding of sales processes, pricing, and marketing in the telecommunications industry
* Advanced Excel skills (pivot tables, v-lookups, if/then statements, macros/VBA, and regression analysis)
* Experience in BRT and UAT testing and providing solutions and recommendations for HR/finance projects
* Handled high number of cases with diligence and maintained privacy according to HIPPA/PIPPA
* Take ownership of tickets opened end to end and ensure resolution is achieved
* Validate clients’ contracts and ensure it is compliant with corporate policies and standards
* Use of revenue intelligence tools such as MoneyMap to discover and extract information to identify revenue/costs risks and benefits for various KPIs
* Notated accounts with high proficiency in various systems such as COD and CCM
* Conduct deep dive analyzes with large volumes of data to support Revenue Assurance initiatives
* Participated in the Centre Ice initiative for process improvement by highlighting areas of concern for the customer experience and proposed resolutions

**EXPERIENCE**

**Contact Tracer, Case Investigations October 2020- April 2021**

Ministry of Health, Provincial Government

* Worked with government officials to locate contacts and international travelers at risk of Covid
* Interviewed high and low risk contacts of the Covid-19 to interrupt disease transmission.

**Revenue Assurance Analyst, Risk Management July 2018- June 2019**

Rogers Communications, *Toronto, ON*

* Daily monitoring and trending of all usage operations across all lines of business (wireless, wireline, etc.)
* Support data and analysis requests from all levels of the Revenue Assurance Management team

**Inquiries Analyst, Compensation Operations Dec 2016- July 2018**

Rogers Communications, *Toronto, ON*

* Investigate accounts and ensure sales transactions were processed correctly via SSP, V21, RD, etc.
* Document, investigate, and resolve any incidents of fraudulent commission claims
* Provide accurate investigation and analysis of compensation inquiries and process payments to Rogers/Fido dealers accordingly

**Consultant, Business Relations Sept 2015- Dec 2016**

Rogers Communications, *Brampton, ON*

* Effectively resolve all billing inquiries while complying to correct guidelines in application of charges and credits
* Effectively handle escalations regarding cancellation fees, term offers, and hardware credits ensuring a positive customer experience while protecting revenue

**Customer Service/Sales Representative Sept 2014-Sept 2015** Rogers Communications, *Brampton, ON*

* Resolve all wireless billing inquiries and consistently demonstrate first call resolution
* Demonstrated adherence to policies and guidelines when performing procedures (such as device unlocking and transfers of responsibility) as well as adherence to confidential policies regarding the disclosure of personal information

**EDUCATION**

**BA Honors, Criminology, minors in Mathematical Sciences and Philosophy** 2010-2014

University of Toronto

**Fullstack Web App Development**  2023-2024

Canadian Business College

**References available upon request**