# **MASOOMA KAZMI**

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GitHub: <https://github.com/Kazmimasooma>

# OBJECTIVE:

Data Analyst with more than 7 years of experience in Customer Service. Seeking an opportunity to leverage my knowledge and skills in data analysis. Where I can use my experience and education to help the company meet and surpass its goals. I want to be part of the success in an environment of growth and excellence.

# AREA’S OF EXPERTISE:

* Extremely organized
* Microsoft Office, Excel, PowerPoint proficiency
* Cooperative team member
* Strong verbal communication
* Collaborative team member
* Energetic and organized
* Adaptable and detail oriented
* Hardworking and reliable
* Languages: proficient in ENGLISH, URDU, HINDI and PUNJABI
* PC Hardware and Software Certified
* Quick learner
* Customer service (7 year experience)
* Speed and accuracy
* Can deal with customers through Phone, email and online chat.

# TECHNICAL SKILLS:

**Languages:** VBA, Python, HTML/CSS, SQL, JSON, JavaScript, R, Pyspark

**Data Manipulation and Visualization:** Pandas, NumPy, Matplotlib, GeoJSON, Tableau

**Database:** PostgreSQL, MySQL, SQLite, SQLAlchemy, MongoDB

**Other:** Git, Slack, Anaconda, Jupyter Notebook, Exploratory Data Analysis, Web Scraping, Machine Learning

# EDUCATION:

**High School Diploma**

**Galt Collegiate Institute** – Cambridge, Ontario

**Sheridan College**

Hazel McCallion Campus Mississauga

Program:Business Administration- Business

**York University**

Keele Campus- Toronto

Program: International Development Studies Spec. Honours Bachelors.

# CERTIFICATION:

**Google Project Management Certificate**

Coursera, 2021

This certification focused on learning, how project managers successfully start, plan and execute a project using both traditional and agile project management approaches.

**University of Toronto**

Data Analytics Certification- 2022

A 24-week program focused on gaining technical programming skills in excel, VBA, Python, R, JavaScript, SQL Databases, Tableau, Big data and Machine learning.

# WORK HISTORY AND EXPERINCE:

**Origination representative**

**Propel Holdings – CC flow and Credit fresh –** Toronto Ontario -December 2019- Present

* Handle inbound and outbound calls for multiple portfolios.
* Use multiple web-based applications for investigation and verification.
* Answer existing and potential customer questions with accuracy and urgency.
* Communication of appropriate course of action to clients in a friendly and professional manner.
* Build customer confidence in the services offered by Propel as a subject matter expert.
* Work as a team to obtain individual and team goals.
* **Customer Care Associate**

**Staples.ca (call centre) –** Mississauga OntarioFebruary 2017- November 2019

Customer care associate

* Customer service
* Try to satisfy every customer
* Effective Communication Skills
* Speed, Flexibility, Organization and Creativity
* Multi-tasking ability
* 4 years of experience.
* Can handle customers through phone, email and chat.