Abbasi Mohommad Maaz

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Portfolio Link

Professional Summary

Motivated and detail-oriented professional with experience in customer service, banking operations, and technical support. Adept at handling client inquiries, providing superior customer service, and ensuring compliance with industry standards. Demonstrates excellent time management, problem-solving, and multitasking abilities. Proven track record in leveraging technical skills and customer relations to enhance client satisfaction and operational efficiency.

Technical Skills

- Programming Languages: Python, HTML, CSS, JavaScript
- Web Development: Flask, Django, React
- Computer Vision: OpenCV, TensorFlow
- Database Management: SQL, SQLite
- Tools & Frameworks: Git, Docker, Azure
- Operating Systems: Linux (Ubuntu, CentOS), macOS, Windows
- Others: RESTful APIs, Agile methodologies
- Windows Office: Microsoft Word, Excel, PowerPoint, Outlook, Access, Teams, OneNote
- Google Workspace: Google Docs, Sheets, Slides, Drive, Calendar, Gmail, Google Meet

Professional Experience

Client Service Associate
Freedom Mobile, Toronto, ON
April 2023 – Present

- Provided exceptional customer service by resolving customer inquiries and complaints, achieving high satisfaction levels.
- Demonstrated knowledge of company products and services, assisting customers in selecting appropriate plans and services.
- Managed multiple tasks efficiently in a fast-paced environment, ensuring prompt resolution of issues within stipulated timeframes.
- Utilized technical skills to assist customers with mobile device setup and troubleshooting, contributing to improved customer experience.

Computer Lab Assistant
Seneca College, Toronto, ON
September 2022 – July 2023

- Assisted students and faculty with technical support and troubleshooting for hardware and software systems.
- Conducted tutorials and workshops on various software applications and programming languages.
- Managed the setup and maintenance of lab computers, ensuring all systems were operational.

Projects

Real-Time Object Detection System

- Developed a real-time object detection system using OpenCV and TensorFlow.
- Implemented YOLO for accurate object localization and classification, optimizing for performance and accuracy.

Facial Recognition Attendance System

- Created a facial recognition-based attendance system using Python and OpenCV.
- Designed a user-friendly interface for staff and students to log attendance, integrated with a database to manage records.

Education and Training

Advanced Diploma in Computer Programming
Seneca College, Toronto, ON
Graduated: May 2024

Google IT Support Professional Certificate
Google (Online)
March 2024

Diploma in Information Technology
LJ Polytechnic, Ahmedabad, Gujarat, India
Graduated: April 2020

Additional Skills

- Customer Service: Knowledgeable in handling client inquiries, resolving complaints, and maintaining a positive customer experience.
- Banking Compliance: Familiar with Know Your Customer (KYC) and Anti-Money Laundering (AML) processes, and statutory compliance in financial environments.
- Sales and Upselling: Able to identify opportunities to sell services, participate in sales campaigns, and achieve sales targets.