

NATHAN Cox

Toronto, ON | Nathanielthomascox@gmail.com | 289-259-7204 | www.linkedin.com/in/nathan-cox-

EDUCATION

Bachelor of Engineering

Toronto, ON

Toronto Metropolitan University

2020 – 2024

- Majored in Industrial Engineering
- President of Canadian Aeronautics and Space Institute - TMU Chapter
- Related courses: Data Analytics, Project Management, Information Systems, Systems Modelling, Financial Engineering
- Research interests include statistical process measurement, business strategy, financial technology, artificial intelligence

WORK EXPERIENCE

Account Executive

Edmonton, AB

Smarthaven

December 2022 – September 2023

- Achieved top rookie status, ranking in the top 5% of new hires for sales performance
- Closed over 40 sales within the first two months, generating \$120,000 in revenue
- Maintained a customer satisfaction score of 93% by providing exceptional service and follow-up

Research Analyst

Oakville, ON

Quest CIS Inc.

May 2022 – November 2022

- Published \$0-\$30M long-term business model for food production DTC startup in preparation for crowdfunding
- Led product proof of concept testing, achieving a 20% reduction in production costs
- Branding and eMarketing omnichannel strategy development leading to a \$3 return on ad spend

Software Engineer

Toronto, ON

Myant Inc.

May 2021 - September 2021

- Conducted comprehensive testing of mobile application and wearable technology, identifying and documenting over 100 bugs
- Implemented validation protocols using Python and JavaScript for identifying and documenting bugs
- Integrated closely with cross-functional teams, including hardware, data science, and production to integrate new features
- Identified an 11% decrease in production cycle time through time and motion studies, optimizing workflow processes

ACADEMIC PROJECTS

Discrete-Event Simulation of Queue Management System

- Rearranged queue system model to optimize customer flow at Tim Hortons franchise, reducing bottlenecks
- Achieved an 8% reduction in customer wait times and 6% increase in customers served
- Spearheaded weekly meetings to update team progress deliverables using Kanban boards, ensuring timely project completion

Quality Control Analysis of Merchco Textiles

- Conducted design of experiments to identify two key quality factors impacting product accuracy
- Identified a 15% defect rate in the final product and implemented process improvements to reduce defects by 12%
- Used data visualization software to present findings to stakeholders, facilitating informed decision-making

CERTIFICATES & AWARDS

- Microsoft Azure Fundamentals
- Lean Green Belt Certificate
- Extended French Award
- Royal Conservatory of Music Grade 8 Certificate (Piano and Theory)
- National Lifeguard and Swimming Instructor Certifications

SUMMARY OF QUALIFICATIONS

- Proven ability to work creatively and analytically in a problem-solving environment
- Utilization of data analysis knowledge and experience to solve real world engineering problems
- Software skills: MS Powerpoint, SQL, MS Excel, Visio, Python, MATLAB, Minitab, Solidworks
- Technical Skills: Statistical Analysis, Data Visualization, Data Interpretation, ERP Systems, Agile Methodologies



CERTIFICATE NUMBER:

230914279611

ISSUED TO: Nathan Cox

ISSUED DATE: 2023-09-14

EXPIRY DATE: 2028-09-13

SMART SERVE®

This eCertificate is your proof of successful completion of the Smart Serve Ontario responsible sales, service and delivery training program. This meets the requirements of the Alcohol and Gaming Commission of Ontario (AGCO). When requested by your employer or an AGCO Inspector, you are required to provide proof.

You must recertify before the expiry date and you should print, save, or download a copy of this eCertificate and carry it with you when you are working or volunteering where Smart Serve is mandatory. Login to your online account at smartserve.ca to view or contact us directly regarding any changes or questions.



Customer Service
Smart Serve Ontario
416-695-8737
1-877-620-6082

info@smartserve.ca
smartserve.ca