

Raheem Kirlew

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EXPERIENCE

SkipTheDishes

Feb. 2020 –Present

Operations Specialist

Winnipeg, MB

- Employed effective conflict resolution techniques to resolve customer issues and improve satisfaction, contributing to an increase in customer retention by over 92%
- Provided live chat support to couriers, customers and restaurants via Zendesk, including through email, phone, and chat.
- Monitored the Zendesk platform for new inquiries and ensuring timely responses to customer requests. Averaged 300+ inquiries per day
- Troubleshoot and resolved technical issues for customers, either through direct interaction or by escalating issues to higher-level support staff as necessary.

PROJECTS

Handwritten Digit Recognizer

Github

- Worked on a machine learning project using Python to accurately identify handwritten digits.
- The model was trained using the MNIST dataset and used TensorFlow as a training back-end. Used Keras to get the HDF5 output. Also utilized libraries such as NumPy and Matplotlib
- The model was able to predict the digits drawn with a **90% accuracy** on the test set

TingzFiWatch

Github

- Created a cross platform application using Flutter that allows users to find information on popular movies, including the ratings, genre etc, as well as fetch random suggestions from over **843,458** movies and **144,380** tv shows.

Elm Media Player

Github

- Created a media player with C++ which utilized the BASS library for audio playback and for the computation of Fast Fourier Transformations. The FFT data was visualized using ImGui, a lightweight GUI library. The media player has a user-friendly interface, which was also implemented using ImGui. **Garnered over 500 views on Youtube**

EDUCATION

University of Winnipeg

Sep. 2019 – Jun. 2023

Bachelor of Science in Applied Computer Science

Winnipeg, MB

- **Coursework:** Data Structures, Algorithms, Database Systems, System Architecture and Design, Game Design, Discrete Mathematics, Statistical Analysis, Internet Programming, Scientific Computing With Python

SKILLS

Languages : C, Java, Python, Javascript (React.js), HTML, CSS, SQL (MySQL), C++

Tools : Figma, Github, Microsoft Azure, Firebase, Visual Studio, VSCode, Microsoft Office