

# Rezwan Tarin

- Toronto, Ontario
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## **Summary of Qualification**

- Coding skills including Machine learning, full stack development, Android App Development, DevOps (Developer Operations), Agile Software Development, PHP, Java, Python, JavaScript, C# (C sharp), HTML, CSS (Cascading style sheets).
- Computer skills including Microsoft Word, PowerPoint, Excel and Microsoft Project.
- Excellent interpersonal skills with the ability to communicate effectively, both written and verbal.
- Committed to assigned task and adaptable to new environments.
- Creative, detail-focused, team player, self-starter, dynamic and highly organized.

## **Education**

- Computer Programming Analyst, George Brown College (Toronto, Ontario), May 2021
- Central Tech High School (Toronto, Ontario), June 2018
- Croatian Language Certificate, Zagreb University (Zagreb, Croatia), June 2016
- Turkish Language Certificate, Turkish International School, May 2015

## **Work Experience**

### **Customer Experience Associate**

August 2019 – Now

TD Bank

Toronto, ON

- Processes customers' financial transactions such as deposits, withdrawals, and bill payments as per standardized operating procedure, industry regulations and TD's Code of Conduct and Ethics.
- Achieves assigned goals and business objectives by promoting banking solutions and completing business processes in a timely and accurate manner.
- Understands and determines customers' needs to recommend solutions specific to those needs while exercising discretion in confidential matters.
- Responds and resolves customers' concerns using standard procedures and escalating non-standard activities as necessary.
- Delivers quality customer experience and recommends operational improvements where opportunity exists to improve and achieve operational excellence.
- Connects personally with customers to advise them appropriately and clearly on banking solutions and processes.

### **Shift Manager**

March 2018 – August 2019

Starbucks

Toronto, ON

- Created a positive learning environment by providing clear, specific, timely and respectful coaching and feedback to the team to ensure operational excellence and to improve team's performance.
- Followed Starbucks operational policies and procedures, including those for cash handling, safety and security to ensure the safety of the team during each shift.

- Contributed to positive team environment by recognizing alarms or changes in our team's morale and performance and communicating them to the store manager.

### **Receptionist**

United Nations Association in Canada

February 2017 – March 2017

Toronto, ON

- Coordinated and managed the reception desk activities.
- Wrote and drafted material for United Nations Annual Diversity Conference in Toronto.
- Registered and welcomed guests and escorted them to their seats.
- Kept the records of all staff and guests.

### **Cashier**

Convenient Store

Sep. 2016 – Jan. 2017

Toronto, ON

- Kept the inventory and making sure that all goods are in the right place with enough quantity.
- Opened and closed the store, while keeping an accurate count of goods sold.
- Created schedule for other staff and making sure everyone is on time for their shift.

### **Translator and Peer Supporter**

United Nations

Sep. 2015 – June. 2016

Zagreb, Croatia

- Helped the United Nations officials with their interviews with refugees.
- Assisted the refugees and the UN staff with translating from Dari to English and to Croatian.
- Supported the refugees with their day-to-day activities and routines, while trying to create a warm and welcoming environment for them.

### **Hobbies and Activities**

- Playing soccer, swimming, running, reading books, socializing with friends, helping with poor families in my community.

**References:** Available upon request