

# Zaid Seta

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## Overview

Computer Science student with experience supporting customers through device setup/troubleshooting and building web/database projects. Strong documentation, organization, and communication skills, comfortable working in fast-paced environments and handling sensitive information.

## Education

### McMaster University

Exp. Apr. 2028

*Honours Bachelor of Applied Science, Computer Science (Co-op)*

- **Awards:** Faculty of Engineering Award of Excellence (Top 10%), McMaster Entrance Bursary

## Experience

### Bell Canada | Store Associate

Hamilton, ON | May 2025 – December 2025

- Top 5% in Ontario for %-to-target, and hit monthly goals across activations, internet bundles, and accessories.
- Supported customers with device setup, number porting, account troubleshooting, and service changes, explaining steps clearly and ensuring accurate documentation.
- Completed activations and renewals (requiring credit checks, contracts, number porting and device setup) with 0 voided or non-compliant transactions.

### Focus on Youth | Camp Counsellor

Hamilton, ON | Jun. 2023 – Aug. 2023

- Facilitated daily educational and recreational activities for 15+ youth, promoting teamwork and creativity.
- Organized and supervised STEM-themed activities, sparking interest in technology among campers.

### Krazy Binz | Store Associate

Hamilton, ON | Nov. 2022 – Jun. 2023

- Managed inventory restocking and maintained organized store layouts for efficient customer navigation.
- Assisted customers with product inquiries, resolving issues to enhance shopping experiences.

## Technical Projects

### Roya Supermarket Website | PHP, SQL, Clover API, JS, CSS

- Built/updated a web inventory/catalog using PHP + SQL + Clover data, displaying products/categories in a clean, searchable layout.
- Implemented data cleanup/mapping and improved reliability/performance (e.g., efficient loading/pagination).

### Movie Recommendation System | Java, Git, JUnit

- Implemented a Java-based recommendation workflow using OOP principles and modular design.
- Wrote/maintained JUnit tests for key components and verified expected behaviour against requirements.
- Produced and contributed to project documentation (requirements/design notes, UML, and module specs) and kept work organized with Git.

## Volunteer Experience

### Mishka Social Services | Community Outreach Volunteer

Hamilton, ON | Oct. 2018 – May 2021

- Assembled and distributed 300+ non-perishable food packages monthly for underserved families.
- Executed door-to-door outreach campaigns, engaging 200+ households to promote community events.
- Coordinated donation drives, collecting 1.5K+ lbs of food for local food banks annually.

## Awards

### Youth Philanthropy Initiative Award

- Researched and advocated for Food4Kids, delivering a persuasive presentation to secure a **\$5,000 grant** for their community programs.
- Analyzed the charity's impact and proposed strategies to amplify their outreach efforts.

## Skills

- **Technical:** Java, Python, JavaScript, HTML/CSS, SQL, Git
- **Tools:** Microsoft Office (Word/Excel/PowerPoint/Outlook), Google Workspace, Teams/Zoom, VS Code/IntelliJ, POS/CRM tools (Clover, Bell retail tools)
- **Languages:** English (fluent), Gujarati (fluent)