

# 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

<b>McMaster University</b>	Exp. Apr. 2028
<i>Honours Bachelor of Applied Science, Computer Science (Co-op)</i>	
- <b>Awards:</b> Faculty of Engineering Award of Excellence (Top 10%), McMaster Entrance Bursary	

## Experience

<b>Bell Canada</b>   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.	
<b>Focus on Youth</b>   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.	
<b>Krazy Binz</b>   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

<b>Roya Supermarket Website</b>   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).	
<b>Movie Recommendation System</b>   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

<b>Mishka Social Services</b>   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

<b>Youth Philanthropy Initiative Award</b>	
- Researched and advocated for Food4Kids, delivering a persuasive presentation to secure a <b>\$5,000 grant</b> for their community programs.	
- Analyzed the charity's impact and proposed strategies to amplify their outreach efforts.	

## Skills

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