

AVINNASH SUTHAHARAN

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EXPERIENCE

Sr. Client Service Representative, CIBC, Ajax, ON **Jul 2024 – Present**

- Delivered exceptional service to an average of 80-90 clients daily, leading to a 20% increase in client satisfaction ratings through prompt issue resolution and personalized assistance.
- Engaged with clients to identify their financial needs, resulting in 10 cross-selling opportunities per week and contributing to a 5% increase in branch revenue.
- Ensured compliance with banking policies and identified potential fraudulent activity in 5–10 cases per month, safeguarding client assets and reinforcing trust.

Client Support Analyst, Marvel Supply Chain, Scarborough, ON **Jan 2024 – Jul 2024**

- Managed relationships with 50+ domestic and international clients and vendors, ensuring compliance with contractual agreements, product model numbers, and standard terms and conditions, maintaining a 0% error rate in order processing.
- Oversaw the complete order lifecycle for 200+ orders, from entry to delivery, optimizing logistics solutions and achieving a 10% reduction in delivery costs through efficient freight weight calculations.
- Collaborated with sales managers, production plants, and regulatory bodies to ensure seamless order processing and delivery, contributing to a 15% improvement in operational efficiency.

EDUCATION

Advanced Diploma, Software Engineering Technology, Co-op **Sep 2024 – Dec 2027 (Expected)**
Centennial College, Scarborough, ON GPA: 4.2/4.5

Bachelor of Arts, Honours Political Science **Sep 2019 – Apr 2024**
University of Waterloo, Waterloo, ON

PROJECTS

Personal Portfolio Website, <https://avinnash.netlify.app/>, Whitby, ON **Sep 2025 – Present**

- Built a responsive personal website using React, Tailwind CSS, and Vite to showcase professional experience, skills, and projects.
- Managed version control with Git, hosted the source on GitHub, and deployed the site via Netlify with continuous integration.
- Implemented interactive components and optimized performance for mobile and desktop, enhancing user experience.

Deloitte Canada's Next Normal, University of Waterloo, Waterloo, ON **May 2021 – Aug 2021**

- Introduced new routines and collaboration tools for facilitating hybrid meetings, events, and workshops to improve productivity and create exceptional hybrid experiences.
- Enhanced Deloitte office spaces by considering the technologies, formats, and spaces that best supported hybrid operating norms with teams and clients.
- Launched a Team Pledge tool that supports teams and clients in making commitments to each other around preferred ways of working, development goals, and work-life balance.

SKILLS

Front-End: React, JavaScript/TypeScript, HTML5, CSS3, Tailwind CSS, Component-Based & Responsive Design
Back-End & Databases: Node.js, Java, Python, C#, Express, REST APIs, SQL, MongoDB, OOP, Authentication
Tools & Practices: Git/GitHub, CI/CD, Docker, Testing (Jest, Cypress), Netlify, Vite, System Design, Optimization