

AVINNASH SUTHAHARAN

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PROFESSIONAL EXPERIENCE

- 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, Markham, 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.
- Membership Sales and Experience Ambassador**, RHBOT, Richmond Hill, ON **Jan 2022 - Apr 2022**
- Developed and implemented a membership sales and retention strategy, resulting in a 15% increase in membership sales and a 10% decrease in cancellations.
 - Coordinated and managed logistics for events and programs, driving a 20% increase in member attendance through effective promotional strategies and seamless event execution.
 - Created and executed innovative marketing campaigns, boosting member participation and engagement by 20% and enhancing the overall member experience.

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

- Deloitte - Hybrid Workers in the New 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

Business & Analysis: CRM (Salesforce), Client/Customer Engagement, Process Improvement, Data-Driven Insights
Technical: OOP, System Design, Python, Java, JavaScript/TypeScript, SQL, React, Node.js, Git/GitHub, REST APIs
Core Competencies: Problem-Solving, Critical Thinking, Communication, Teamwork