

# Adam Shahid

Houston, TX

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## EDUCATION

### University of Houston-Downtown

Houston, Texas

BS, in Business Administration, Finance

Graduation Date: Dec 2021

- **GPA:** 3.41
- **Honors:** Cum Laude, Dean's List Spring 2021
- **Certifications:** Certified Scrum Master – Scrum Alliance

## WORK & LEADERSHIP EXPERIENCE

### J.P. Morgan Chase & Co.

Houston, Texas

Associate Banker, Community Banking

February 2021 – Present

- Engage the financial needs of 50+ clients daily through Salesforce systems resulting in 100+ convenience sales and 20+ new checking and savings accounts in a span of 7 months.
- Propose new customer servicing and obsession procedures to leadership and fellow bankers which led to the community branch having the highest performance level in the market for 6 consecutive months.
- Identify mutual opportunities of prospective and present Chase clients through Salesforce and work cross functionally with a team of 3 servicers (2 bankers and 1 advisor), leading to deposits and investments of over \$8 million.

### Swissport International Ltd.

Houston, Texas

Lead Agent, Passenger Service

August 2016 – May 2019

- Collaborated with internal business analysts to lead the development of a customer-focused product strategy initiative, resulting in a 20% increase in positive customer experience surveys.
- Spearheaded the creation and adoption of new operation methods on a team of 12 passenger service agents, increasing the airline station's on-time departure percentage by 37%.
- Analyzed membership sales on Excel and proposed an enhanced sales system that boosted quarterly sales of airline memberships by an average of 21%.
- Applied new staffing procedures to manage team requirements, identifying and resolving scheduling variances to reduce staffing deficiencies by over 20%.

### Kingwood Islamic Center

Houston, Texas

Volunteer

May 2016 – Present

- Identified the decline usage of cash within millennial attendees and proposed a new donation system by creating a Zelle profile for the mosque, increasing donations by over \$50,000 in the span of 14 months.
- Managed a team of 14 volunteers to create a COVID-19 Relief fund that raised over \$12,000 in funds as well as foods and groceries for families impacted by the virus.
- Enabled automation for 60% of mosque donations by creating a QR Code for recurring donations, resulting in an increase of 60% for month-to-month donations.
- Currently collaborating with leadership to develop the largest mosque center for Muslims in the city of Houston, with an estimated project cost of \$3.3 million.

## SKILLS, ACTIVITIES & INTERESTS

**Technical Skills:** Outlook, Excel, HTML, CSS, JavaScript, JIRA, Miro.

**Interests:** Baseball, fitness, backpacking, and finance.