

#21-2301 BURNHAMTHORPE RD W • MISSISSAUGA ON • L5L 3M5 • CANADA
PHONE (647)612 2330 • E-MAIL : abdiwahaba296@gmail.com

ABDI AHMED

EDUCATION

- Bachelor's in political science from University of Toronto Mississauga.
- Graduated from the full stack web development program at UofT.

WORK EXPERIENCE

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|---|---------------------|-------------------|
| Mar 2020 – Nov 2020 | Questrade | Toronto ON |
| <ul style="list-style-type: none">▪ Answering questions from clients through phone, email, and chat to ensure clients' needs are met, and reduce long waiting times.▪ Presenting the benefits of having a Questrade account to leads which increased the client conversion rate.▪ Guiding clients on opening an account through our online portal to ensure Questrade maintains its reputation as a simple to use platform. | | |
| Dec 2020 – May 2021 | Aviso Wealth | Toronto ON |
| <ul style="list-style-type: none">▪ Transferring accounts between financial institutions.▪ Solely responsible for transferring mutual funds into accounts, allowing the transfer team to prioritize other duties.▪ Depositing cheques into accounts with 100% accuracy to ensure partner credit unions and banks did not receive negative feedback from clients. | | |

TECHNICAL SKILLS

- Built web apps using Javascript, NodeJS, MySQL, MongoDB
- Utilized Excel spreadsheets to perform data wrangling and data mining
- Working knowledge of Python language for data analysis using Pandas and Numpy
- Worked extensively on creating charts and plots to visualize data using Python libraries, and building an interactive dashboard using IBMs Cognos Analytics and various Excel charts/graphs
- High level understanding of Agile Project Management Lifecycle and key techniques and successfully completed Agile projects using tools such as Scrum, Kanban, and Gantt Charts

PERSONAL SKILLS

- Can quickly learn new technologies and adapt to changing processes
- Team player who has experience leading web development projects
- Strong attention to detail
- Proficient in speaking, writing, reading in French

LINKS

- LinkedIn: <https://www.linkedin.com/in/abdiwahab-ahmed/>
- Coding projects: <https://github.com/ahmeda47>
- References available upon request