**Akash Pandya**

+1 (647)-606-0344 | [akash1pandya@gmail.com](mailto:akash1pandya@gmail.com) | aakashpandya.netlify.app | <https://github.com/akashpandya?tab=repositories> | Oshawa, ON

Front End Development (React, JavaScript, HTML, CSS) |Customer Service | Interpersonal Skills | Detail-oriented |

MS Office | Inbound calls | De-escalation | Collections

Negotiations | Empathy/Sympathy | Service Reports

**Professional Summary**

**Freelance Web Developer, Oshawa Jan 2023 to Present**

**Front End Web Developer**

* Developed responsive web applications using React, JavaScript, HTML, and CSS.
* Collaborated with clients to understand project requirements and deliver customized solutions.
* Implemented UI/UX best practices to enhance user experience and engagement.
* A portfolio with some of the projects created can be found at aakashpandya.netlify.app .

**CIBC, Oshawa** **Jan 2022 - Nov 2023**

**Senior Customer Service Officer**

* Provided phone support to branch advisors regarding registered accounts such as RESPs and RRSPs.
* Worked according to inside policies to aid financial advisors in helping clients transfer and withdraw funds from and to registered CIBC products.

**CBV Collection Services Ltd., Markham** **Sep 2020 - Mar 2021**

**Collections Representative**

* Reviewed information given by clients of customers with overdue accounts.
* Made phone calls, sent invoices, & emailed customers to remind them of account contracts, payments, due dates, and amount owed.
* Filed customer information according to urgency of account.

**Kumon North America, Ajax** **Jan 2019 - Aug 2020**

**Assistant Teacher**

* Taught Math and English to k-12 students.
* Endeavored to increase motivation and efficiency, by providing beneficial learning and study strategies.
* Provided feedback to students using positive reinforcement techniques to build confidence in students.
* Actively met Students' needs by answering their questions, strengthening weaknesses, and communicating with them effectively.

**TD Canada Trust, Markham** **Oct 2018 - Jan 2019**

**Account Specialist**

* Successfully completed a contract as an Account Specialist focusing on auto loan accounts.
* Negotiated settlements or monthly payment allowances within specific client guidelines.
* Initiated consumer negotiations for debt recovery through phone and mail contact.
* Recognized for providing great customer service for five consecutive months in the year 2019.

**Affinity Global, Markham** **Mar 2017 - Sep 2018**

**Customer Service Advisor**

* Displayed ability to handle high call volume and improve company collections with a variety of accounts.
* Initiated consumer negotiations for debt recovery through phone and mail contact.
* Negotiated settlements or monthly payment allowances within specific client guidelines.
* Ranked within the top 10% of Affinity Global agents assigned to 30-day collection activity.

**Concentrix, Oshawa** **Jan 2016 - Feb 2017**

**Customer Service Advisor**

* Handled incoming calls and inquiries from prospective customers and clients.
* Tactfully handled confrontational and stressful interactions with the clients.
* Created and maintained service reports.

**Education**

**IBM Front-End Developer,** Coursera 2023

**Bachelor’s Degree,** Carleton University 2016

*Major in History and Theory of Architecture and a Minor in Classical Civilizations: (BARTH)*

**High School Diploma,** Woburn Collegiate 2012

**Volunteer and Co-Op**

**DigiTape Designs, Scarborough Jan 2010 to Nov 2011**

**Graphic Design Assistant**

* Completed a co-op of 267 hours as part of my co-operative education.
* Drafted various prototype designs for high selling graphic T-shirts.
* Attended calls and managed Inventory.

**Catholic Cross-cultural Services, Scarborough May 2009 – Aug 2009**

**Assistant Teacher**

* Volunteered at Catholic Cross Services and received over 65 hours of volunteer work.
* Overlooked various Gym activities of elementary school children as a volunteer substitute teacher.
* Came up with various exercises to help the emotional and social growth of the children.