

# Aminah Syed

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## Summary

Dedicated 3rd-year Business Technology Management student at Toronto Metropolitan University with a proven track record in customer service and mentorship. Skilled in leading teams and fostering student engagement through coaching, interactive workshops, and collaborative initiatives. Experienced in programming with Python, HTML and Java, with an interest in leveraging technology to optimize business processes and deliver innovative solutions.

## Education

### **Bachelor of Commerce, Business Technology Management (Hons)**

Sep 2022 - Present

Ted Rogers School of Management, Toronto Metropolitan University (formerly Ryerson)

- **Key Projects:**

- GLOBUS simulation
  - Lead a cross functional team team of 5, achieving a 15% market share
  - Surpassed profit targets by 25% through strategic financial management, risk assessment, and resource allocation
- ITM780: Web Design and Management Final Project
  - Developed a personal online portfolio website focusing on design, development, and implementation of an accessible and SEO-optimized site

## Professional Experience

### **Peer Coach | Toronto Metropolitan University**

Sep 2024 - Present

- Facilitated individual and group coaching sessions, employing active listening and facilitation skills to support the academic and personal development of TRSM students, enhancing student engagement by 25%
- Managed administrative tasks, including maintaining the PASS Google Calendar and entering data from coaching sessions, ensuring organizational efficiency and program effectiveness.
- Participated in ongoing training and collaborated with cross-functional teams to align coaching practices with university objectives, fostering a supportive learning environment

### **TedPack Mentor | Toronto Metropolitan University**

June 2024 - Present

- Collaborated in a mentorship team to enhance program effectiveness, leading to a 30% increase in mentee engagement and retention rates through performance monitoring and stakeholder engagement
- Designed and delivered workshops on leadership, financial literacy, time management, and study skills, resulting in positive feedback from 90% of participants

### **Property and Casualty Insurance Agent | Desjardins Group**

May 2023 - July 2024

- Processed approximately 15 client requests per hour, achieving a 20% increase in client satisfaction scores through effective communication and customer service
- Utilized analytical skills to assess and maintain a diverse risk portfolio, contributing to a 10% reduction in claims ratio over a 6-month period through risk mitigation strategies
- Presented data-driven insights and innovative solutions in weekly meetings with senior management, leading to the implementation of a new client onboarding process that improved efficiency by 25%

### **Floral Clerk | Sobeys Floral Department**

June 2022 - April 2023

- Achieved a 95% customer satisfaction rating by efficiently processing transactions and providing personalized service in a fast-paced retail environment

## Leadership & Volunteer Experience

### **Volunteer | Helping Hand Food Bank, Bradford**

March 2017 - Present

- Strategized and coordinated events and fundraisers to raise money for the food bank, building a strong presence within the community