

Aroz Hawramani

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- Excellent communication and interpersonal skills through 6+ years' experience in a fast-paced customer service/hospitality environment that motivated me to achieve high levels of performance
- 3+ years' experience working in a startup environment, developing strong client rapport by conducting needs-based assessments
- Participated in a business consulting competition by providing a thorough analysis of how to implement changes to a business during my first term at university

SKILLS

Tools and Languages	Python, Git, \LaTeX , Markdown, C, Bash, HTML and CSS, OS Systems and DrRacket
Other Tools	Canva, Mailchimp, Overleaf, VSCode, Atom, Salesforce, Notion, VMware, SEOs and Cloud hosting
Certificates	Microsoft Office Specialist - Excel, Smart Serve

EDUCATION

Bachelor of Computer Science and Business Administration - Double Degree	2021 — Present
<i>University of Waterloo & Wilfrid Laurier University</i>	<i>Inspiring Lives Scholarship & President's Gold Entrance Scholarship</i>

RELEVANT EXPERIENCE

Digital Marketing Assistant	Jan 2022 — Present
<i>Malahat Valuation Group</i>	<i>VFC Intrapreneurship Program - Remote</i>

- Selected as one of 5 students in Canada to participate in a 7-week intrapreneurship project that focuses on developing a digital marketing plan, Lead Magnet, CRM System, and Nurturing automation
- Integrated select online tools to attract, capture, and nurture client leads through the system to meet the marketing plan objectives
- Tools used: **Riipen**, **G Suite** and **Wix Marketing Tools**

Product Support Specialist	Jul 2018 — Aug 2019
<i>ecobee Smart Home</i>	<i>Toronto, ON</i>

- Developed professional writing skills while assisting B2B, B2C clients such as business owners, households, and distribution partners such as Amazon and Canadian Tire over email, Zendesk chat and social media
- Reported and tracked backlogs, bugs and slowness in software, hardware and SaaS platforms through ticketing systems and Excel Spreadsheets to exceed customer satisfaction and build a foundation for creativity
- Planned and implemented employee engagement events, which led to an increase in productivity of 20% over six months
- Participated in the 4th hackathon and won 4th place, then helped organize the next hackathon and served as a judge
- Worked toward increasing NPS and smoother RMA processes while maintaining a high rating of 96% for customer satisfaction
- Supported a variety of clients placing orders on the Shopify commerce platform and identifying potential sales immediately
- On-boarded many B2B clients for services, by scheduling follow-up meetings and utilizing a faster email response time
- Developed many transferable skills in the workplace by conducting presentations on solving many technical issues such as Wi-Fi, DNS and channel problems
- Tools used: **Zendesk**, **Shopify**, **Intercom**, **Atlassian Products**, **XTML**, **CSV**, **MS Office**, and **Slack**

TRAINING AND EXTRA CURRICULAR

Google IT Automation with Python	Apr 2021
<i>15-week object-oriented programming training in Automation with Python programming language</i>	<i>Toronto, ON</i>

- 6 Certifications from Google on Python, Object-Oriented Programming, APIs and Automation, OS Systems, and Debugging
- Tools Learned: OOP, OS Systems, Bash Scripting, Puppet, Cloud Services, Django and Automating Email/PDF/CSV

Digital Customer Care Professional Training Program	Jun 2018
<i>12-week hands-on program to build technical and transferable skills in the workforce</i>	<i>Toronto, ON</i>

Leadership Training - Exchange Program	Jul 2016
<i>School for International Training and University of Tulsa</i>	<i>Brattleboro, VT & Tulsa, OK</i>

- Selected as one of the few Kurdish students to receive full funding for an exchange program in the U.S.
- Received USD \$60,000 Scholarship from the U.S. Department of state to spend a month at 2 universities, where I strengthened many skills including leadership, communication, team work and Public speaking through volunteering and networking