

# Aroz Hawramani

Toronto, ON | 416-475-4466 | [ahawrama@uwaterloo.ca](mailto:ahawrama@uwaterloo.ca) | [Github](#) | [Linkedin](#)

## SUMMARY OF QUALIFICATIONS

- Developed many interpersonal skills through **6+ years' of customer service/hospitality** work in fast-paced environments
- Ability to grasp complex concepts quickly, **natural fast-learner** and highly motivated individual who thrives on success
- Competed in a **business consulting competition** by analyzing how digital changes can be brought about in organizations
- Established strong client rapport and built entrepreneurial skills while working in a startup environment

## SKILLS

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

## EDUCATION

Bachelor of **Computer Science** and **Business Administration** - Double Degree **2021 — Present**  
*University of Waterloo & Wilfrid Laurier University*

### Achievements:

President's Gold Entrance Scholarship (\$4,000), Inspiring Lives Scholarship (\$5,000)

## RELEVANT EXPERIENCE

**Digital Marketing Assistant** **Jan 2022 — Present**  
*Malahat Valuation Group* *Internship - Remote*

- 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 online tools to attract, capture, and nurture client leads through the system to meet the marketing plan objectives
- Tools used: **Riipen, Amazon Web Services, G Suite** and **Wix Marketing Tools**

**Product Support Specialist** **Jul 2018 — Aug 2019**  
*ecobee Smart Home* *Toronto, ON*

- 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 B2B clients for software, by scheduling follow-up meetings and utilizing a faster email response time
- Improved 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, XTM, CSV, MS Office, and Slack**

## TRAINING AND EXTRA CURRICULAR

**Google IT Automation with Python** **Apr 2021**  
*15-week object-oriented programming training in Automation with Python programming language* *Toronto, ON*

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

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

**Leadership Training - Exchange Program** **Jul 2016**  
*School for International Training and University of Tulsa* *Brattleboro, VT & Tulsa, OK*

- 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