

Benjamin Mak

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Summary

A recent Mathematics and Statistics graduate from the University of Toronto Scarborough, equipped with strong problem-solving, active learning skills and attention to detail. Thrives working in a team-oriented environment and has a passion in contributing to positive customer experiences.

Experience

Bank of Montreal

Business Data Analyst Intern | 05/2024 - 08/2024

- Analyzed Complex Historical Datasets containing 1000+ records using SQL and Excel Advanced Functions, to investigate patterns in between different datasets and validate data mappings
- Produced a Metadata Sheet using Microsoft Excel, providing well-formatted information of business requirements for a new database
- Demonstrated strong communication and leadership skills by moderating meetings with stakeholders to determine proper requirements for a new database

Wellness Living Inc.

Product Coordinator Student | 09/2023 - 12/2023

- Resolved 30+ complex, escalated technical issues, in a Management Software by investigating issues from administrative server and communicating with team leads from Customer Service and Engineering Departments
- Demonstrated adaptability working in a fast-paced environment, completing multiple solutions for reported bugs by the Customer Service team each within a 48-hour deadline
- Conducted detailed competitive analysis of competitor's software features, and neatly reported results in Confluence, providing actionable insights and recommendations on ways to improve the company product
- Led team meetings to collectively discuss reported bugs with other Product Managers on a weekly basis

Muskoka Woods

Guest Relations Transportation Coordinator | 05/2023 - 09/2023

- Displayed good active learning skills by comprehending Customer Service procedures and policies, and administrative tasks for the position, within a span of 2-3 weeks
- Adapted to working in a fast-paced environment by managing multiple customer inquiries and administrative tasks simultaneously
- Exhibited professional customer relation and communication skills by actively responding to inquiries from clients and leading a team of 6 staff members weekly, ensuring compliance with transportation expectations and responsibilities

Questrade Inc

Junior Network Administrator Intern | 09/2022 - 12/2022

- Familiar with Git, working with system administrators to change virtual machine labels on a local server

Technical Skills

Python (NumPy, Pandas, Seaborn, Matplotlib), SQL, R (Markdown, Studio), Machine Learning (Learning Tensorflow and Sci-kit), Microsoft Office

Education

University of Toronto Scarborough
Honors Bachelor of Science | 06/2025

Links

LinkedIn: <https://www.linkedin.com/in/benjamin-mak-12bb40201/> | Github: <https://github.com/benmak25>