

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 - 09/2025

- Produced a Metadata Sheet using Microsoft Excel, providing well-formatted information of business requirements for a new database
- Applied problem solving skills to investigate patterns in between different datasets from the company
- 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 - 09/2025

- 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 - 09/2025

- 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 - 09/2025

- Exposure to scripting using Ansible, performing automative tasks, including change configurations and obtain information from groups of network devices
- Familiar with Git, working with system administrators to change virtual machine labels on a local server

Technical Skills

Computer Programming (Python and C), Collaborative/CRM Platforms (JIRA, Zoho, Confluence), Data Analytics (SQL, Microsoft Excel, R)

Education

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