

# Carl Alvares

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## EDUCATION

### Lassonde School of Engineering at York University, Toronto, Ontario

- B.Sc. in Computer Science
  - Dean's Honour List Candidate
  - Cumulative GPA: 7.6/9.0

Jun 2019 (Expected)

### Schulich School of Business at York University, Toronto, Ontario

- B.B.A. in Finance
  - Graduated Honours with Distinction
  - Cumulative GPA: 7.6/9.0

Jun 2016

## EXPERIENCE

### Virgin Mobile Canada, Toronto, Ontario

- Technical Support Agent, Client Care
  - Handled calls from Virgin Mobile members with hardware and software issues
  - Assisted members in their troubleshooting process, listening attentively to any issues they had
  - Represented the Virgin Mobile brand by espousing corporate values and following a client-first attitude
  - Answered over 2000 calls with a 90% customer satisfaction rate (3rd highest in the centre)

Sep 2016 – Dec 2016

### APEX Conference, Toronto, Ontario

- Vice President, Corporate Relations
  - Established partnerships with companies to increase conference budget
  - Managed a team of two junior members, which involved training them and assisting with their roles
  - Contacted over 80 firms, ranging from small start-ups to massive, multinational entities
  - Held sponsorship discussion meetings with corporate partners, raising \$5,250 in the process

May 2015 – Mar 2016

### RBC Royal Bank, Toronto, Ontario

- Summer Agent, Indirect Lending
  - Verified and funded short-term automotive loan applications sent by dealerships
  - Tasked with APR calculations of short-term loans as well as due diligence on loan applicants
  - Funded over 1000 applications, with loan amounts anywhere from \$10,000 to \$100,000 in value
  - Maintained an error-rate of less than 2% for the duration of the work-term

May 2015 – Aug 2015

### Ontario Mining Association, Toronto, Ontario

- Preliminary Judge, SYTYKM Video Competition
  - Screened entries to the competition, ensuring rules & copyright were followed
  - Provided feedback to board members on the operation and execution of the contest
  - Recommended new contest category, resulting in a 100% increase in submissions in following years

Mar 2012 – Aug 2014

## AWARDS & SCHOLARSHIPS

- York University Entrance Scholarship (Highest Tier)
  - For achieving a high school average of over 95%
- RBC Scholarship for Children
  - Awarded based on academic record and extracurricular activities during high school

2012

2012

## TECHNICAL SKILLS

- Proficient
  - HTML, CSS, Python and Visual Basic for Applications
- Prior Experience
  - R

[Resume compiled on 2017-03-03]