

# Thanusun Thayaparan

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- **Experience**

- **Personal Banking Associate**

TD Bank

January 2024 - Present

Toronto, Ontario

- Implemented Agile project management methodologies to enhance collaboration and achieve a 20% increase in project completion efficiency.
- Managed 200+ leads in Salesforce CRM, optimizing organization and facilitating efficient client follow-ups.
- Utilized technical skills in financial software applications to facilitate seamless transactions and enhance operational effectiveness.

- **Customer Experience Associate**

TD Bank

November 2022 - Present

Toronto, ON

- Developed a comprehensive application programming interface (API) using Java and Angular, coupled with a SQL database, to manage and track video game design companies.
- Provided impeccable customer service to over 450 customers, increased service rating scores to 95%, resulting in a 37% reduction in customer complaints and a 34% increase in customer loyalty.
- Collaborated with the customer success team to provide a personal approach to customer support, resulting in a 65% increase in customer satisfaction.

- **Front-end Developer**

Hack The Valley

September 2020 - February 2021

Toronto, ON

- Engineered React and Sass-driven Application and Login web pages, delivering an elevated user experience to over 1000 applicants.
- Optimized query times by 50% through strategic user database refactoring and query structure optimization.
- Achieved a 30% boost in conversion rate on mobile-responsive Applications and Login pages using Sass and Bootstrap.
- Developed and integrated 10 React components within a three-person team in a two-week timeframe.

- **Skills**

- Languages: HTML, CSS, JavaScript, Java, Python, MySQL

Frameworks: React, Sass, Django, Flask, Node, Springboot, RESTful

Other: Linux, Git, Figma, Bootstrap, Tailwind, Docker, Confluence, Jira

- **Projects**

- [URL Shortener | React, Docker, Spring Boot, MySQL](#)

<https://github.com/coolmanbat2/url-shortener>

March 2024 - April 2024

- A project that allows users to simplify their long links into a shortened version with a code.
- Developed and implemented weekly task assignments using a Kanban methodology on Jira board, resulting in a 50% increase in productivity.
- Implemented efficient querying strategies resulting in a 20% increase in performance for URL Shortener application.
- Developed and deployed a Spring Boot REST API to interface with a MySQL database, resulting in a 30% reduction in query response time.
- Developed and implemented a React website by designing the initial layout on Figma and translating it to code, resulting in a sleek and functional interface.

- [Video Game Discovery API | Spring Boot, Docker, MySQL](#)

TD Bank

<https://github.com/coolmanbat2/Video-Game-Discovery-API>

November 2023 - January 2024

- Utilized data normalization techniques to optimize data organization and retrieval within MySQL database, improving efficiency by 30%.
- Utilized technical skills in Docker to establish an isolated testing environment for the API, enabling efficient troubleshooting and validation processes.
- Developed and implemented a Jira board with 50+ tasks and deadlines, facilitating efficient task tracking and completion for the Video Game Discovery API project.

- [Group Music Controller | React, Django, Python, JavaScript, HTML, SQLite](#)

<https://github.com/coolmanbat2/Group-Music/tree/main>

June 2022 - October 2022

- Crafted custom React and Material-UI web pages, increasing potential user retention by 30%.
- Reduced room navigation time by 20% through the implementation of a robust backend.
- Developed reusable functional components, resulting in a 40% reduction in development time.
- Applied agile methodologies, driving a 60% increase in coding efficiency.

- **Education**

- [Honors Bachelor of Science in Mathematics](#)

University of Toronto

Toronto, ON

2022