

ROHAIL BUTT

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Objective

Operation Specialist with over 3 years of experience, pursuing a new career as an IT Technician. Experienced in formulating strategies, improving performance, procuring materials and resources, and securing compliance. In addition, a proliferation of skills in web development, quality control, user experience and project management.

Work Experience

SUMMER 2022 - FALL 2022

Quality Control for Toronto International Film Festival / Deluxe

- Delivered 200 + quality control reports for multiple films from various studios such as Disney, Amazon, and Netflix (identified correct aspect ratios, reviewed coloration gradients, and subtitles being correctly displayed)
- Collaborated with the Scrum teams to run successful release planning, and iterative versions and deployments of multiple movies
- Processed digital cinema hard drives to ensure that content is accurate and will playback successfully during Toronto International Film Festival (Linux and Doremi servers to process the drives)
- Delivered movies and short films to multiple Cinemas in Toronto via electronic delivery, satellite delivery or by physical hard drive

SPRING 2019 - FALL 2022

Operations Specialist / Authentic Memorabilia Company

- Led the task of reconstructing the company's existing rudimentary storage system and designing a new shipment system which increased efficiency by 30%
- Revised product layout and recommended changes in listing products which grew product visibility and sales by 42%
- Maintain front-end and back-end of company's websites and organized a free monthly memorabilia giveaway program to loyal customers
- Provided customer service by managing logistical inbound and outbound orders, shipments, and messaging onboard systems

FALL 2020 - FALL 2021

Multi Hospital Switch Board & Administrator / William Osler Health System

- Directed 300+ telephone calls each shift to the intended departments or medical professionals after screening calls to ensure authenticity
- Collaborated with doctors in an agile project to create a standardized on-call schedule system by providing a project charter, scheduling meetings, and coordinating with multiple stakeholders
- Review performance metrics and KPI with call center team lead to achieve optimal operation goals pertaining to patients, vendors, staff, visitors, and external callers
- Provided administrative and clerical support by facilitating interdepartmental communication, managing clinical schedules, and maintaining a digital filing system

SPRING 2018 - FALL 2019

Certified Training Specialist / Crunch Fitness Canada

- Developed a project plan that involved free consultations, nutrition sponsorships, fitness classes and hosted monthly health promotion conferences, which increased new membership sales by 20%
- Demonstrated and assisted clients with proper technique in routines to minimize injury and maximize the effectiveness of exercises
- Regularly collected customer feedback and made process changes to exceed customer satisfaction goals each month
- Created paid media such as Google AdWords, and Facebook ads to bring brand awareness

SPRING 2016 - FALL 2017

Clinical Data Consultant / Preyra Solutions Group

- Generated tailored reports alongside team leads for diverse stakeholders by using SAS, SQL, Excel (macros, v-lookups, and pivot tables) and PowerPoint
- Advised clients of current trends in different care units across Ontario hospitals such as a potential increase in infections and emergency visits
- Collected multiple data from Ontario hospitals and organized them into electronic databases
- Successfully completed multiple performance evaluation projects for various health care organizations across Ontario such as Sick Kids, LHINS, Scarborough, Muskoka, and William Osler

Certifications

SUMMER 2022 - FALL 2022

Google UX Design Foundation Certificate / Coursera

FALL 2021 - WINTER 2022

Google Project Management Professional Certificate / Coursera

SUMMER 2018 - FALL 2018

Certified Personal Training Specialist / Canadian Fitness Professionals Inc.

Education

SUMMER 2022 - FALL 2022

Python Developer in 2023: Zero to Mastery / Andrei Neagoie

SUMMER 2022 - FALL 2022

CCNA 200-301 Complete Course 2022 / Jeremy's IT Lab

FALL 2013 - FALL 2017

Bachelor of Health Studies with Honours / York University

References available upon request