**RYAN ARAFEH**

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**WORK EXPERIENCE**

**Soren Custom October 2024 – January 2025**

Frontend Developer Intern *Toronto, ON*

* Contributed to the development of a **React Native mobile application** for buying and selling luxury bags, collaborating with the team to enhance app functionality.
* **Implemented various front-end features** based on **Figma designs and team feedback**, ensuring an intuitive and seamless user experience.
* Utilized **GitHub** for version control, managing pull requests, conducting code reviews, and maintaining **high code quality standards**.

**Scotiabank May 2023 – Present**

*Senior Customer Experience Associate Toronto, ON*

* **Promoted to Senior Associate** within six months for consistently achieving top customer satisfaction ratings and resolving complex inquiries efficiently.
* **Trained and mentored 5+ new hires**, accelerating their onboarding process and ensuring **100% adherence** to company policies and service standards.
* Improved customer satisfaction by streamlining issue resolution, handling an average of **50+ customer interactions daily** with a **95% resolution rate**.

**EDUCATION**

**Centennial College Expected Graduation: June 2026**

*Advanced Diploma in Software Engineering Technology Toronto, ON*

**PROJECTS**

**BingeBuddy –** *TV Show Tracker & Rater*[*https://github.com/issryan/BingeBuddy*](https://github.com/issryan/BingeBuddy) *React, Node, AWS ECS, DynamoDB, Google Apigee*

* Developed a TV show tracking and rating app with features for organizing watchlists, rating shows, and fetching detailed show data from the **TMDB API**.
* Designed and implemented a **binary search-inspired ranking system** that prompts users to compare new shows with existing ones in their watchlist, dynamically determining the correct ranking for the new show.
* Leveraged **AWS ECS** and **DynamoDB** for scalable backend services and efficient data management.

**Flick –** *Social Media App* [*https://github.com/project-flick/Flick*](https://github.com/project-flick/Flick)

*MongoDB, Express, React, Node*

* Contributed to the creation of a social media app featuring user profiles, media uploads, and interactive tools.
* Developed and integrated **RESTful APIs** to manage user data and interactions, ensuring seamless communication between the front-end and back-end.

**Breed Finder -** *AI Image Classification App*[*https://github.com/issryan/BreedFinder*](https://github.com/issryan/BreedFinder)

*Python, Flask, TensorFlow, MongoDB*

* Built an AI-powered app for dog breed identification using a **custom TensorFlow model**, with a **Flask** backend and **MongoDB** for secure data storage, enabling a seamless user experience.

**SKILLS & INTERESTS**

* **Technical Skills:**
  + **Languages**:Python, JavaScript, Java, SQL, C#, HTML, CSS, Kotlin
  + **Frameworks / Libraries:** React, React Native, Node.js, Express.js, Flask, TensorFlow, Firebase, Pandas, NumPy, Matplotlib
  + **Database Systems**: MongoDB, SQL, Amazon S3
  + **Development Practices**: Proficient in Agile methodologies (Scrum), version control (Git), and software testing.
* **Soft Skills:** Problem solving, Communication, Attention to details, Multitasking, Collaborative team player, Adaptable and flexible, Committed to ongoing learning and professional development.