

Ryan Arafeh

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EDUCATION

Centennial College

Advanced Diploma, Software Engineering Technology

Expected Graduation: June 2025

Toronto, ON

WORK EXPERIENCE

Scotiabank

August 2022 – Present

Senior Customer Experience Associate / May 2023 – Present

Toronto, ON

- Elevated to Senior Customer Experience Associate based on demonstrated excellence in resolving escalated customer inquiries and issues. Utilized analytical skills to identify, assess, and effectively address complex problems.
- Developed and refined advanced communication strategies to explain complex banking products and services to a diverse clientele.
- Assisted customers with billing issues, using self-service tools, and troubleshooting service concerns.

PROJECTS

Shift Happens - Full Stack SAAS App

MongoDB, Express, React, Node | <https://github.com/issryan/ShiftHappens>

- Developed a full-stack scheduling app automating availability inputs to enhance scheduling efficiency.
- Designed and implemented advanced scheduling features, including an algorithm for automatic schedule generation based on employee availability and automated conflict resolution, improving efficiency by 30% and reducing manual intervention by 40%.
- Engineered a custom REST API using Node.js to improve real-time data synchronization between server and React frontend.

Breed Finder - AI Image Classification App

Python, Flask, TensorFlow, MongoDB | <https://github.com/issryan/BreedFinder>

- Created “BreedFinder”, an AI-driven web app for dog breed identification, achieving 95% accuracy with TensorFlow and Flask.
- Leveraged the Stanford Dog Breed dataset to train the LLM model, achieving high accuracy through iterative training and optimization.
- Integrated Flask and React to develop a responsive web interface, enhancing user interaction and functionality.
- Employed MongoDB to track the history of user submissions, enhancing user engagement by enabling review of past inquiries.

SKILLS & INTERESTS

Technical Skills:

- Languages: Python, SQL, MongoDB, JavaScript, C#, Java, HTML, CSS, Kotlin
- Libraries/Frameworks: Flask, NumPy, Pandas, Matplotlib, SciPy, React, Node.js, Express.js, Firebase
- Software: Jupyter, VSCode, Spyder, Oracle, Figma, Microsoft Excel, Power BI, Android Studio
- **Soft Skills:** Problem solving, Communication, Attention to details, Multitasking, Collaborative team player, Adaptable and flexible, Committed to ongoing learning and professional development.
- **Hobbies:** Photography, Video Editing.