Ryan Arafeh

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EDUCATION

Centennial College   **Expected Graduation: July 2025**
Advanced Diploma, Software Engineering Technology   *Toronto, ON*

- GPA: 3.5/4.5
- Relevant courses: Advanced Database Concepts, Data Structures and Algorithms, Software Testing and Quality Assurance, Discrete Mathematics, Linear Algebra and Statistics, Client-Side Web Development

WORK EXPERIENCE

Scotiabank   **August 2022 – Present**
Senior Customer Experience Associate | May 2023 – Present
Toronto, ON

- Demonstrated strong leadership skills by effectively collaborating / leading a team of customer experience associates to ensure smooth operations.
- Thrived under pressure by maintaining composure and professionalism during peak periods, ensuring efficient customer service delivery.

Customer Experience Associate | August 2022 – May 2023

- Prior to my promotion to Senior Customer Experience Associate, I developed strong multitasking abilities by handling high volume of customer interactions while maintaining accuracy and attention to detail.
- Adapted quickly to changing priorities and managed time effectively to meet deadlines.

PROJECTS   https://github.com/issryan

Shift Happens   **December 2023 - Present**
Full Stack App (MERN) | Individual Project

- Developing a solo full-stack web application using MongoDB, Express.js, React, and Node.js.
- Integrated FullCalendar for a user-friendly calendar view, enabling efficient monthly employee scheduling for managers.
- Gaining valuable experience in full-stack development, including technology integration, database management, REST API design, and addressing specific business needs.

Alphard Survey   **November 2022 – December 2022**
Front-End Development | Group Project

- Contributed as a UI/UX designer and front-end developer in a group project at Centennial College.
- Utilized Figma for UI/UX design and implemented front-end code using HTML, CSS, and JavaScript.
- Ensured accessibility and user-centered design standards, conducted user testing, and iteratively improved the website for a final user-friendly and accessible product.

SKILLS & INTERESTS

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