

JASAH SHAMSUDHEEN

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EDUCATION

Toronto Metropolitan University

Bachelor of Science in Computer Science, Co-op

Toronto, ON

Sept. 2024 – Present

Centennial College

Advanced Diploma in Software Engineering

Scarborough, ON

Jan. 2018 – Apr. 2020

EXPERIENCE

Investment Advisor, CBCC

Oct. 2022 – Aug. 2024

Scotiabank

Toronto, ON

- Advised clients on investment strategies (mutual funds, ETFs, GICs, equities) and financial planning, facilitating **600+** client calls monthly and consistently exceeding sales and service targets.
- Consistently ranked among the top associates by exceeding customer satisfaction benchmarks and service quality scores.
- Delivered tailored portfolio recommendations aligned with KYC/AML and regulatory compliance standards, ensuring accurate documentation and risk suitability.
- Guided clients through complex investment decisions by translating ambiguous goals into actionable next steps, resulting in a **95%** client satisfaction rating and repeat business.
- Handled high call volumes in a fast-paced investment floor environment, maintaining accuracy and professionalism while resolving complex inquiries within strict time constraints.

Retail Manager

Jan. 2021 – Sept. 2022

Walmart

Scarborough, ON

- Managed and coached a team of **15–20** associates across front-end operations and backroom logistics, ensuring consistent execution of daily workflows and compliance with company standards.
- Directed inventory flow and merchandise stocking, improving unloading efficiency and reducing backroom processing times by **20%**, which increased floor availability of products.
- Triaged operational issues in real time under high-volume conditions, maintaining smooth customer service and minimizing delays during peak hours.
- Mentored new hires on procedures and safety protocols, improving onboarding time by **25%** and strengthening team cohesion.
- Optimized front-end scheduling and task allocation, reducing checkout wait times by **15%** and improving overall customer satisfaction during peak shopping hours.

PROJECTS

E-commerce Storefront | *React, Redux Toolkit, JavaScript, HTML5/CSS, Vite, Bootstrap/Tailwind*

- Built a responsive web application where users can browse, search, and purchase general items thereby simulating a real e-commerce experience.
- Implemented product listings with search and category filters, a shopping cart, and checkout flow using Redux Toolkit for global state management.
- Integrated Axios for dynamic API calls and developed reusable components for product cards, cart, and checkout to improve scalability.

Car Purchase App | *React, Node.js/Express, Axios, Bootstrap/Tailwind*

- Developed a single-page application that displays a catalog of cars, fetching real-time details from a custom Express.js backend API
- Built dynamic UI components with React to handle car listings, search, and detail views, ensuring a smooth browsing experience
- Styled with Bootstrap and Tailwind to deliver a responsive, user-friendly interface across desktop and mobile.

TECHNICAL SKILLS

Languages: Python, Javascript, Java, C#, C/C++, HTML/CSS, SQL

Frameworks: React, Redux, Node.js, Express, Bootstrap, Tailwind

Developer Tools: Git, VS Code, Jupyter, Linux/UNIX