Matteo Piazza

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OBJECTIVE

I am in the process of completing my final year as an Information Technology undergraduate student at York University. I am a quick and eager learner who is seeking a position related to Web Development, Database Administration, or IT Security with a progressive and trustworthy organization. My proficient communication and conflict resolution skills, along with experience in a variety of programming languages that include but are not limited to Java, SQL, and JavaScript, provide me with the ability to deliver innovative ideas that assist with the technological development of the organization. I aim to make a positive impact within any organization I join, through teamwork, communication, problem-solving, and provision of new and innovative ideas.

EDUCATION & ACHIEVEMENTS

Bachelor of Arts, Honours: Information Technology   Expected 2021

York University, Toronto

- Current GPA: 6.9 (9.0 Scale)

RELATED COURSE: Object-Oriented Programming   Fall 2018

- Consisted of algorithm development and in-depth problem solving in the context of object-oriented programming techniques. With the use of Java, I gained knowledge of topics including inheritance, polymorphism, interfaces, events, threads and data structures. **(Course Grade: A)**

RELATED COURSE: System Analysis & Design l   Fall 2019

- Consisted of system diagram development through ERDs, DFDs, Use Case Diagrams and SSDs as well as system analysis on information systems and e-commerce systems. **(Course Grade: A)**

RELATED COURSE: Applied Data Communications and Networks   Winter 2019

- Consisted of Communications systems, and components; choices for data; network control, design and management; distributed and local networks; client/server and Intranet technologies; Web-based technologies. **(Course Grade: B+)**

RELATED COURSE: IT Risk Management   Winter 2019

- Consisted of analyzing IT risk components and ways to mitigate those risks. Areas of instruction included how to manage IT-related risks addressed by CobiT, ITIL and ISO 17799 standards. **(Course Grade: B+)**

ADDITIONAL EXPERIENCE

Pizzaville Inc, Vaughan   2015 – 2019
Customer Service Representative
- Received call-in food and beverage orders from guests, quickly and accurately relaying orders to service attendants.
- Rectified customer complaints
- Increased efficiency and productivity through customer service protocols and call resolution techniques.
- Assisted in training staff members for call quality and provided individual constructive feedback to enhance performance and addressed areas in need of improvement.

TD Canada Trust, Vaughan   2019 – 2020
Customer Experience Associate / Secure Desk Operator
- Process financial transaction as per standardized operating procedures, industry regulations and TD's Code of Conduct and Ethics
- Respond and resolve customers' concerns using standard procedures and escalating non-standard activities, as necessary
- Deliver quality customer experiences and recommend operational improvements where opportunity exists to improve and achieve operational excellence

TD Canada Trust, Vaughan   2020 - Present
Personal Banking Associate
- Responsible for handling client credit applications, investment account openings and standard account openings.
- Ensure prepared documentation is accurate, reflects business intentions, and is consistent with relevant regulations and TD's Code of Conduct and Ethics
- Participate in the timely and accurate completion of business processes and procedures
- Recommend improvements to work practices, branch operations and processes to enhance customer experience and achieve operational excellence

TECHNICAL SKILLS
- Advanced knowledge in Java, HTML, JavaScript, CSS and SQL
- Advanced proficiency in Microsoft Office (Word, Excel, PowerPoint, Access)
- Fundamental knowledge in MATLAB, PHP, Python
- Expertise in Windows Operating Systems (Windows 7, Windows 10)

REFERENCES

- Available upon request