

NATHAN CABIGAO

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Education

University of Toronto Mississauga

- Honours Bachelor of Science, Graduated June 2022
- Major in Communication, Culture, Information & Technology (CCIT)
- Minors in Computer Science and Mathematics

Work Experience

Customer Experience Associate

TD Canada Trust (Milton, ON)

August 2023–Present

- Provide a great customer experience as a first point of contact for the bank, offering assistance where capable and referring customers to colleagues when needed.
- Execute transactions accurately and address day-to-day banking needs/concerns.
- Identify customer needs, provide tailored advice, stay up to date on products/services.
- Ensure branch assets are accurate and safe from beginning to end of each business day, complying with bank/security operations.

Supervisor

Playdium (Mississauga, ON)

August 2017–October 2020

- Received shipments, stocked items, and performed inventory counts in order to maintain a well-organized arcade store that provides an excellent experience for guests.
- Communicated between management and staff to ensure staff understood responsibilities, while ensuring that any staff concerns are heard by management.
- Assisted guests with concerns, questions, and inquiries to ensure a great experience.

Leadership

- Leader, Jean Vanier Gaming Club (2015–2017) - Created a friendly and welcoming atmosphere and organized events and tournaments for students
- Organizer, UTM Esports (2018–2020) - Assisted in running club events as a tournament organizer, created promotional advertisements, set-up and organized streaming broadcasts, and communicated closely with club executives to organize events.
- Publisher Lead, KQM (2023–Present) - Head of volunteer team of staff, dedicated to managing and publishing written gaming guides from Google Docs onto user-friendly webpages.

Skills

- *Web Development:* HTML, CSS, and JavaScript.
- *Programming:* Ruby, Javascript, C, Python, and Java
- *Design and Productivity:* Microsoft Office, Adobe Photoshop, Illustrator, InDesign, Premiere, Sony Vegas