Osman Saeed

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Summary of Skills:

Þ Microsoft Office Suite (Word, Excel, PowerPoint), Power Platforms (Power Bi, PowerApps, Power Automate), SharePoint

Þ Android Studio, Java, Python, HTML, CSS, JavaScript, Salesforce, Zendesk, Assyst

Þ Strong communication, time management, problem-solving and interpersonal skills

Education:

York University   *Toronto, ON*

Candidate for Bachelor of Arts, Honours Information Technology (Co-op)   Jan 2020 – April 2024

Awards:

- Distinction Certificate in Innovation and Creativity course.

Work Experience:

Natural Resources Canada   **Hamilton, ON**

Business Analyst Intern   May 2023 – Present

- Leveraged Power BI and Excel to meticulously analyze processes, leading to the identification of optimization opportunities. Achieved a remarkable 30% improvement in operational efficiency.

- Proficiently documented processes, resulting in a 25% reduction in cycle time and an impressive 20% increase in the conversion rate of new opportunities. Facilitated smoother client engagements and improved overall business outcomes.

- Conducted meticulous data analytics, extracting valuable insights and trends. Transformed complex findings into visually compelling charts and reports, empowering informed decision-making.

Kelly Services   **Remote, ON**

Apple Tech Support *(Tier 1)*   Jan 2023 – Apr 2023

- Provided Tier 1 technical support to 500+ customers/month via phone, email, and chat, maintaining a 90% resolution rate and increasing customer satisfaction.

- Achieved a 95% positive customer feedback rate by utilizing problem-solving skills, exceptional Communication, and appropriate tools to guide users through step-by-step solution.

- Documented and tracked 1000+ interactions/month using systems like Salesforce, and Zendesk, collaborating with other teams as needed to reduce issue escalation to Tier 2 support by 80%

Siemens   *Oakville, ON*

Information Technology Intern   May 2021– Aug 2021

- Streamlined database management with Power Apps and Power Automate, resulting in 20% increase in data accuracy and 50% reduction in manual input time.

- Contributed to software implementation project using SharePoint for documentation and Power BI for reporting, reducing task completion time by 30%

- Provided end-user support and training, leveraging Power Apps and Power Automate to improve productivity and reduce support requests, resulting in 95% customer satisfaction rating and 40% faster response times.

Leadership and Volunteer Experiences:

York University Federation of Students (YFS)   *Toronto, ON*

Peer Health Leader   Sept 2020 – present

- Actively lead weekly activities including internal and committee meetings, engaging 50+ students