# Rumesa Nadeem

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## EDUCATION

**Ontario Tech University**                                    Sep. 2022 - Apr 2026
*Bachelor of Science in Computer Science (Co-op)*

## EXPERIENCE

**Restaurant Manager**                                          Jan 2021 – Dec 2023
*Karahi Point*                                                              *Ajax, ON*

- Managed and resolved over 500 customer service requests and inquiries, ensuring timely and effective solutions
- Assisted in maintaining and updating daily operational procedures, conducting assessments of customer complaints, providing first-level troubleshooting and resolution, contributing to the overall increase of monetary profits in business
- Recorded and tracked customer issues and service requests, maintaining accurate logs from initial contact to final resolution
- Updated and managed client contact lists, vendor contacts, and other support documentation, using Excel, ensuring accuracy, accessibility, and confidentiality
- Coordinated with up to 15 team members to ensure smooth daily operations, addressing additional tasks as assigned by senior management
- Generated weekly reports on customer service activities, providing insights into service performance and areas for improvement

## TECHNICAL PROJECTS

**Full-Stack Movie Booking Web Application** | *RESTful API, HTML/CSS, JavaScript, Java, Git, Maven*

- Developed a dynamic movie catalogue and booking site using HTML, CSS, JavaScript, and Java, ensuring a user-friendly web design
- Integrated OMDb API with JavaScript to fetch and display movie data containing over 5000 movies, ensuring seamless user experience with RESTful API
- Collaborated with scrum team and implemented Git for version control, maintaining team project integrity and history
- Achieved a high level of user satisfaction and system reliability by addressing and resolving over 30 bugs during the unit testing phase

**Walt Disney Incident Analysis** | *Python, Pandas, NumPy, Seaborn, Matplotlib*

- Spearheaded a comprehensive data cleaning and transformation process using Python and Pandas
- Conducted extensive Exploratory Data Analysis (EDA) using statistical measures to uncover hidden patterns and trends within the incident dataset and understand safety concerns within theme parks
- Incorporated NumPy arrays for efficient and high-performance data manipulation and to handle computational operations on data
- Applied advance data visualization techniques using Matplotlib and Seaborn to generate insightful graphs/plots

## ACHIEVEMENTS

**Customer Service Certificate**: 2021
**Leadership Award**: 2021
**Honour Roll Award**: 2021

## TECHNICAL SKILLS

**Tools**: MS Office (Word, Excel, PowerPoint, Access, Outlook), Git, VS Code, Visual Studio, IntelliJ, Jupyter Notebook
**Languages**: Java, Python, C/C++, JavaScript, HTML/CSS
**Frameworks/Libraries**: React, Node.js, Matplotlib, Seaborn, NumPy, Figma, SQL