

# SALEH BAFAGIH

## PROFESSIONAL SUMMARY

Aspiring application developer with a robust foundation in C, JavaScript/HTML, and Oracle SQL, complemented by software testing expertise. Demonstrates a strong commitment to digital transformation and user-friendly solutions, leveraging a background in customer service to excel in problem-solving and client support. Eager to enhance programming and testing skills in a dynamic environment, contributing to innovative technology initiatives.

## EMPLOYMENT HISTORY

### CUSTOMER CARE REPRESENTATIVE

Oct 2022 - Sep 2023

#### *Shaw Direct*

- Provided high-quality customer service by resolving client inquiries related to satellite television services.
- Assisted customers with technical troubleshooting, billing inquiries, and account management.
- Demonstrated strong problem-solving skills, leading to increased customer satisfaction and retention.
- Worked effectively in a fast-paced environment, meeting daily targets for resolving client issues.
- Documented client interactions and resolutions to ensure a seamless experience. Optimized service protocols, resulting in measurable improvements in client issue resolution efficiency and customer satisfaction.

### FIRE LIFE SAFETY INTERN

Aug 2021 - Jul 2022

#### *Toronto Community Housing (TCHC)*

- Assisted in reviewing and sorting incidents of false fire alarms to identify patterns and areas for improvement.
- Consolidated and analyzed invoices from Toronto Fire Services to detect overcharges, saving the company money.
- Organized and maintained fire safety plan books for various buildings, ensuring compliance with regulatory standards.
- Assisted fire inspectors during on-site inspections of TCHC-owned buildings, ensuring safety compliance and resolving issues.
- Managed and closed fire life and safety work orders, tracking and documenting their completion using Yardi/Homes software.

### POWER LIFT OPERATOR/ORDER PICKER/STOWER

Jul 2020 - Jun 2021

#### *Amazon Fulfillment Warehouse*

- Managed inventory by stocking shelves with inbound inventory and performing record-keeping tasks.
- Cross-trained in several warehouse areas, including stowing, picking, and bin counting merchandise.
- Worked with internal customers to deliver products and meet shipment deadlines.
- Recognized by management for excellent teamwork and customer service.
- Prioritized shipments and organized workflows to meet tight deadlines in a fast-paced environment.

## EDUCATION

### COMPUTER PROGRAMMING AND ANALYSIS

Present

#### *Seneca College*

## SKILLS

C, JavaScript, HTML, Oracle SQL, Software Testing, MS Office, Database Management, Customer Service, Front-end Development, Back-end Programming, Team Collaboration.

# PROJECTS

## INVENTORY MANAGEMENT SYSTEM (C AND ORACLE SQL)

#### May 2024 - Current

- Developed a simple inventory management system using C for backend logic and Oracle SQL for database management.
- Designed a database to track products, stock levels, and pricing, ensuring real-time updates to inventory as transactions occurred.
- Implemented functions in C to allow users to add, update, or delete product information from the system.
- Created queries using Oracle SQL to retrieve inventory data, allowing for easy reporting on low-stock items and product prices.
- Tested and debugged the system to ensure accurate inventory tracking and data integrity.
- Worked on error handling to ensure the system could handle invalid input and system failures smoothly.