

SUMMARY OF QUALIFICATIONS

- Experienced in warehouse management, delivery optimization, and team training to boost efficiency and satisfaction.
- Skilled in data analysis, interactive dashboards, and tools like Power BI and Python for clear visualizations.
- Conducted research to identify web vulnerabilities, enhance security, and automate processes.
- Proficient in customer support, transaction processing, and CRM systems to improve records and experiences.
- Technical skills: SQL, Tableau, Power-Bi, Python, Microsoft Office (Excel, Word, PowerPoint) and MS Project.

EDUCATION

Toronto Metropolitan University **Sep 2021 - Exp 2026**
Bachelor of Commerce Hons (BComm) - Business Technology Management
Relevant Courses: Data visualization, Data and Information Management, IS Project Management

WORK EXPERIENCE

Leon's Furniture - Toronto, ON **Jan 2022 - Present**
Supervisor

- Managed warehouse operations to ensure efficiency and order accuracy in a high-volume environment.
- Optimized delivery schedules, improving on-time delivery rates by 20%, resulting in a significant boost in customer satisfaction and reviews.
- Developed training programs emphasizing safety and job responsibilities.
- Collaborated with teams to reduce shipping errors, cut costs, and improve productivity.

Maxhedrum - Remote **Apr 2020 - Present**
Founding Member

- Updated the shared knowledge base frequently with new techniques, guidelines, and resources.
- Conducted in-depth security research to identify vulnerabilities in web applications, contributing to developing secure software solutions.
- Improved teammates' Bug-hunting performance by researching better targets, increasing success rate of vulnerability detection by 20%.
- Assisted with conducting research that developed tools to automate Application security processes.

The Inclusivity Institute for Better Data - Toronto, ON **Apr 2024 - June 2024**
Data Visualization - Intern

- Analyzed and visualized datasets to highlight housing disparities for Black renters in the Greater Toronto Area.
- Created interactive dashboards and reports to present key findings.
- Conducted data analysis to identify patterns in rental affordability, eviction rates, and housing access.
- Used Power BI and Python to develop clear, user-friendly visualizations.

Leon's Furniture - Toronto, ON **Oct 2019 - Dec 2021**
Customer Service Associate

- Provided excellent customer service by addressing inquiries and resolving issues promptly, reducing wait times and strengthening relationships.
- Actively listened to customer needs, demonstrating empathy and clear communication for effective problem resolution.
- Processed returns and exchanges in line with company policies to ensure satisfaction.
- Collaborated with logistics to resolve 98% of delivery-related issues within 24hrs, improving delivery reliability.
- Maintained accurate customer records using the CRM system. Assisted in training and mentoring new team members.