

SHAYAN SYED

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SKILLS

SOFTWARES: NetSuite, MS Office, Project, JIRA, SalesForce, Sparx Enterprise, Confluence, Canva, Raptor, LucidChart

CERTIFICATIONS: Google Data Analytics, Python Fundamentals, McGill Financial Management

LANGUAGES: Python, SQL, HTML, CSS, R, JavaScript

EDUCATION

Toronto Metropolitan University

Sept. 2020 - Current

Bachelor of Commerce Business Technology Management

Expected Graduation: December 2024

EMPLOYMENT

Oracle, NetSuite Functional Support Analyst

Jan. 2024 - Current

- Mastered **NetSuite** products with a **96%** proficiency level, demonstrating a strong commitment to extensive training and strategic application of **knowledge management resources**.
- Significantly clarified the **Order to Cash** process for customers, achieving a **27%** decrease in inquiries and enhancing **transaction processing efficiency** by **40%**
- Boosted client satisfaction by **25%**, leveraging **data analytics** to provide tailored support and solutions for Order to Cash issues, alongside improvements in **NetSuite's UI/UX** that simplified user interactions.

Tarion, Quality Assurance Analyst

May 2023 - Aug. 2023

- Developed comprehensive documents outlining the **Software Development Life Cycle (SDLC)** processes tailored to the company's unique needs, enhancing project clarity and understanding by **18%**
- Crafted flowcharts to streamline software systems and services, enhancing **system architecture** understanding and improving overall system comprehension by **15%**
- Played a crucial role in enhancing software reliability by initiating the **creation of test plans and test cases for codes** developed by the engineering team, resulting in an improvement of software reliability by **13%**.

Access Storage, Marketing Campaign Supervisor

July 2021 - Sept. 2022

- Managed **5+** independent contractors and **8+** full-time employees dedicated to cause marketing, content strategy as well as **customer relationship management**.
- Coordinated the project by communicating with **20+** vendors related to **procurement** and **supply chain logistics**, ensuring timely supplier orders and inventory control.
- Enhanced promotional activities by **18%** by providing **market research** in the form of surveys, polls, and questionnaires.

VOLUNTEERING

Toronto Metropolitan Consulting Association, Director of Education

May 2023 - Current

- Implemented and oversaw the Case Buddy Program, providing students with access to experienced mentors who offered **guidance, advice, and real-world insights**.
- Designed and conducted workshops focused on essential consulting skills, such as **problem-solving, data analysis, and client communication**.
- Managed the budget for educational programs and events using **accounting principles and data-driven analysis**, achieving a **10%** cost savings and reducing fiscal inefficiencies by **15%**