

# Zain Thaver

Richmond Hill, ON

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## Work Experience

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### Research Assistant

Seneca College - Toronto, ON

September 2020 to December 2020

- Worked on adding new features to a lightweight web testing frameworks.
- Picked up new concepts confidently to produce code that abided by industry best practices.
- Worked as a team to solve issues and perform maintenance of the codebase.

### Service Desk Analyst

Seneca College - Toronto, ON

January 2020 to April 2020

- Provided technical support over the phone and in person.
- Logged all tickets using tracking software and prepared weekly reports using Microsoft Excel.
- Worked as a team to efficiently assist students and faculty during system outages.
- Assisted with data entry using Microsoft Excel.
- Created excel macro to automate repetitive Excel tasks.

### Collections Officer

Bill Gosling Outsourcing - Newmarket, ON

March 2019 to August 2019

- Provided exemplary customer service, handling over 100 inbound and outbound calls daily
- Successfully negotiated with customers to work out individualized payment plans
- Multi-tasked effectively and took detailed notes on each case for record keeping
- Typed at 30 wpm for entering data into the notes system.

### Tech Tutor

Vaughan Public Libraries

August 2015 to September 2017

Successfully recommended appropriate software to new learners

Swiftly and efficiently troubleshoot errors with learner's devices and ensured they were solved promptly

- Made engaging PowerPoint presentations to best help customers learn

### Personal Projects

Weather Forecast Site

- Created a website that records the user's location and generates a local weather forecast.
- Used Google's Geolocation API to calculate the user's exact geographical location.
- Used OpenWeather API to present the weather information to the user in a visually appealing way.

## Personal Website

- Used Gatsby JS and ReactJS to create a site to showcase my work experience and projects.
- Made use of CSS to make the site responsive and mobile-friendly.
- Deployed to my own domain name using Netlify.

## Education

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### **Diploma in Computer Programming and Analysis**

Seneca College

2018 to 2021

## Skills

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- Languages: Java, C/C++, Python, Dart, VBA  
Web Development: JavaScript, HTML5, CSS3, REST APIs, Node.js, Express.js  
Databases: IBM DB2, Oracle SQL, Firebase, MongoDB  
Operating Systems: Windows, Mac OS, Linux  
Tools: GitHub/Git, Microsoft Office (Word, PowerPoint, Excel), Google Cloud Platform
- User Interface (UI)
- MySQL
- AWS