

TECHNICAL SKILLS

- **Programming Languages:**
 - **Proficient:** Python, SQL
- **Tech Stack:** Git & Github, Bash, Power BI, Microsoft Office, Databricks
- Familiar with Supervised ML (Regression and Classification) and hands-on experience in ETL projects
- Experience using LLM Models (OpenAI, Anthropic, Perplexity, Hugging Face)
- **Certification:** ML Foundation (AWS Educate), Data Engineering + SQL Analytics and BI (Databricks Academy)

EDUCATION

Advanced Diploma in Software Development and Network Engineering

2024

- **Relevant Coursework:** Database administration and technologies including MySQL, Oracle, NoSQL, and Big Data

EXPERIENCE

Bilingual Client Success Associate

2022 - Present

Entuitive Workforce Inc

Newmarket, ON, CA

- Resolved **6,000+ support tickets** and handled **5,500+ inbound/outbound calls**, consistently exceeding performance goals.
- Provided bilingual technical and account support, improving client satisfaction and retention.
- Collaborated closely with the technical team to identify, escalate, and document recurring system issues.
- Reduced resolution times for French inquiries by 80%, enhancing efficiency.

PROJECTS AND EXTRACURRICULAR

Quantium Software Engineering Job Simulation on Forage

- Performed data analysis of the CSV sales file using Python.
- Developed an interactive Dash application that enabled the client to assess the impact of price changes on sales and profitability.
- Implemented a test suite to verify the Dash application is working and a bash script to automatically run the test suite.
- Developed an intuitive user interface to make the application enjoyable and engaging for the client to interact with.

BCG Data for Decision Makers Job Simulation on Forage

- Completed a job simulation focused on advising a hypothetical client on multi-channel ad campaign performance.
- Analyzed customer conversion trends using simulated data to assess campaign effectiveness across channels and audiences.
- Synthesized insights and delivered a clear, data-backed recommendation tailored to the client's marketing goals.