



## EDUCATION

- University of British Columbia** | Bachelor of Arts in Political Science, Minor in Commerce (June 2020)  
**University of British Columbia** | Bachelor of Computer Science (Dec 2024)  
**Google Project Management** | Professional Certificate (July 2023)

## EXPERIENCE

- RBC, Associate** (Mar 22 – Aug 22)
- Evaluated and verified complex mortgage applications, ensuring consistency and accuracy in all documents and data, while adhering to internal policies and regulatory requirements
  - Collaborated with Mortgage Specialists and other stakeholders to address client inquiries and resolve any issues
- Maximus Canada/Service BC, Customer Service Representative** (Apr 21 – Dec 21)
- Providing front-line support through Cisco Call Centre phone routing for citizens in BC by using active listening to diagnose and resolve problems related to booking and scheduling of the COVID-19 vaccination
  - Leveraging problem-solving skills and knowledge repository to analyze, diagnose, and resolve citizen issues
- Telus, Client Care Representative** (May 19 – Sept 19)
- Offered customer service excellence in post-sales support for products and services through relationship building and quick problem resolution in a call-center environment
  - Effectively upsold additional telecommunications products to customers by understanding their unique needs
- Allbaloo, Project Owner** (May 18 – May 20)
- Self-taught digital marketing, graphic design, event coordination, advertising, and web-design to create a brand with a planner and sustainable t-shirts as a platform to raise awareness on issues within the fast-fashion industry
  - Demonstrated excellent sales skills and outstanding results by selling over 250 planners and 1000 t-shirts
- UBC Annual Giving, Project Assistant** (Jan 18 – May 18)
- Inquired donations to support school funds and campaigns by utilizing strong interpersonal skills, active listening, and negotiation skills in a call-center environment
  - Successfully built rapport with multiple school alumni and thus raised over \$7,000 for the UBC General Bursary

## PROJECTS

- Software Construction – Budget Tracker (Java)**
- Created budget tracking application with income and expense categories and developed GUI using Java Swing
- Systematic Program Design – Gender Inequality Index (Python)**
- Presented Gender Inequality Index of each continent with bar charts based on data read from UN csv file

## SKILLS

**Technical:** Microsoft Office, Microsoft Excel, Microsoft PowerPoint, Google Suite, Adobe Photoshop, Web Design  
**Other:** research, writing, editing, proofreading, typing, presenting, copywriting, data analysis, conflict resolution  
**Languages:** English (fluent), Farsi (fluent), Spanish (intermediate)

## INVOLVEMENT

- UBC Political Science Students Association, VP of Academics** (Aug 18 – Aug 19)
- Provided academic support and career tools to students through media advertising and strong public relations
  - Served as Committee Chair and planned the annual information session and the Peer Mentorship program
- UBC Journal of Political Studies, Editor** (Oct 18 – Apr 19)
- Select and edit papers fit for publication while gaining skills in professional writing, editing, and publishing
  - Solicit paper submissions and interact with edifying peers through rounds of lively debate and contestation
- UBC Kappa Alpha Theta, Chief Financial Officer** (Dec 18 – Dec 19)
- Oversaw and monitored the budget while honing my abilities in Microsoft Excel, data analytics, and accounting
  - Created extensive budget plan that addressed existing deficits and an action plan to recover from existing debt