

MATIN SAIYED

Mississauga, ON · +1 (647) 870-9976 · matinsaiyed310@gmail.com · linkedin.com/in/matinsaiyed

PROFESSIONAL SUMMARY

Operations Associate at Golden Quasar Inc. (an IT services firm in Mississauga) with hands-on ownership of project budgets, vendor invoices, month-end close, and client engagement. Licensed Mutual Fund Representative (CIFC, Ontario) and CFA Level I Candidate (2026) — independent credentials earned alongside a Bachelor of Commerce in Management Studies from Humber College (April 2025). Track record of exceeding sales targets by 25% and lifting client satisfaction from 68% to 94% across earlier client-facing roles at Prometric and Yukon Consultants. Seeking the next role to apply operations discipline, client success expertise, and financial product knowledge to a finance, analyst, or operations team in the GTA.

CORE COMPETENCIES

- **Client Relationships & Customer Service** — Build long-standing client relationships through virtual and in-person consultations; deliver excellent service and nurture clients throughout their journey with personalized solutions and proactive follow-ups
- **Sales Performance & Business Growth** — Track record of exceeding sales targets by 25% through strong client relationships and contract extensions; deliver against individual and team goals while developing, retaining, and growing the business
- **Financial Products & Compliance** — Mutual Funds License (CIFC); pursuing the CFA designation (Level I Candidate); knowledge of RRSPs, TFSAs, GICs, mutual fund types, performance evaluation, and risk assessment; committed to regulatory compliance and high ethical standards
- **Operations & Financial Discipline** — Prepare and re-forecast project budgets, track actuals vs. budget and flag variances; code and approve project expenses; manage vendor and contractor invoices end-to-end; support month-end close with accruals, reclassifications, and monthly financial reporting
- **Needs Discovery & Holistic Client Education** — Proactively identify client needs and new opportunities to optimize their financial well-being; educate customers with relevant insights and expert advice, explaining complex concepts simply using a holistic approach
- **Technical Skills & Digital Solutions** — Microsoft Office Suite, Excel, Power BI, CRM systems; digital and mobile banking tools; Claude Code, Cowork, Figma, Microsoft Copilot, ChatGPT; Python, Java, SQL

PROFESSIONAL EXPERIENCE

Golden Quasar Inc.

Operations Associate

Mississauga, ON · Remote

May 2025 – Present

- Maintain project budgets and re-forecasts for assigned accounts — flag variances early to keep work on budget and within projected margin
- Approve project expenses and manage vendor and contractor invoices end-to-end, ensuring clean cost data flows through to client reporting
- Support month-end close with accruals, reclassifications, and supporting documentation — closing on schedule and giving Finance audit-ready files
- Produce monthly financial summaries that give leadership and clients a clear view of account health and surface decisions before they become problems
- Act as the primary point of contact for assigned client engagements, resolving issues quickly and keeping work priorities aligned across teams
- Maintain client satisfaction, SLA/KPI performance, and account growth through proactive communication and consistent service delivery

Golden Quasar Inc.

Client Success Associate

Mississauga, ON · Remote

Jan 2024 – Apr 2025

- Conducted virtual and in-person client consultations to develop tailored solutions, nurturing long-standing relationships and providing exceptional service throughout the customer's journey
- Exceeded sales targets by 25% through strong client relationship building and securing contract extensions, while maintaining 96% client satisfaction and delivering against individual and team sales goals

- Proactively identified new opportunities for clients by listening to their needs, educating them with relevant insights, and explaining complicated concepts simply using a holistic approach
- Developed, retained, and grew the business through strong customer relationship management in a collaborative, team-oriented environment

Prometric Center · Yukon Consultants

Toronto, Montreal, Halifax & Sacramento

Operations Consultant / Training Coordinator

May 2023 – May 2024

- Raised client satisfaction from 68% to 94% by applying a customer-centric approach with proactive follow-ups and excellent service delivery
- Grew capacity utilization from 30% to 80% through strategic client relationship management and identifying optimization opportunities
- Maintained regulatory compliance standards while ensuring a positive customer experience across multiple locations
- Coached and developed a 15-person team, earning Regional Best Test Centre recognition through hands-on leadership and mentoring

Prometric Center · Yukon Consultants

Toronto, ON

Test Center Administrator

Jan 2023 – Apr 2023

- Delivered excellent customer service to 100–200 clients daily in a fast-paced environment with efficient issue resolution
- Conducted proactive outbound communications to ensure a positive customer experience throughout service delivery
- Maintained regulatory compliance while upholding customer data privacy standards and processing day-to-day transactions

Web Summit · Collision Conference

Toronto, ON

Volunteer Team Lead

Jun 2022 – Jun 2023

- Led a team of 20 volunteers at a 35,000+ attendee event, coordinating speaker logistics, managing schedules, and ensuring an exceptional attendee experience
- Handled attendee inquiries and resolved on-site issues in real time, building relationships with participants and identifying opportunities for engagement and growth

Investor Quotient IQ Canada

Toronto, ON

Business Research & Client Support Intern

Jul 2021 – Dec 2021

- Supported a portfolio of 5–10 early-stage startups going through the incubator/accelerator program with research, materials prep, and CRM-driven follow-up
- Prepared client presentations and pitch decks for startup founders, supporting their growth through the incubator and accelerator program
- Maintained CRM systems and conducted proactive client follow-ups, supporting client retention and strengthening relationships across the startup portfolio
- Conducted market research and data analysis to identify business opportunities and provide tailored insights to startup clients

EDUCATION & CERTIFICATIONS

- Bachelor of Commerce in Management Studies — Humber College, Toronto, ON · April 2025
- Canadian Investment Funds Course (CIFIC) — Mutual Funds License, Ontario · March 2025
- CFA Level I Candidate · 2026

LANGUAGES

English, Hindi, Gujarati (Fluent) · French (Basic)