

Jayprakash Pathak

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EDUCATION

Toronto Metropolitan University | *Business Technology Management (Co-op)*
Honours Bachelor of Commerce – BComm

Sep 2025 – Present
Toronto, ON

EXPERIENCE

CIBC | *Mortgage Processing Specialist*

Mar 2025 – Aug 2025

- Analyzed and validated high-volume business requests from internal and external stakeholders, ensuring accuracy and timely delivery of **5,000+ statements** per month to support reliable downstream processing.
- Investigated and resolved high-impact exception cases by assessing options against business rules and implementing authorized changes, reducing rework and achieving a **98% first-pass resolution rate**.
- Acted as a **subject matter expert** for end-to-end process execution, clarifying requirements and guiding peers to ensure consistent application of business rules and reduce processing errors.
- Performed daily reconciliations and operational reporting to identify discrepancies early and maintain data integrity across **250+ cases** per month.
- Improved onboarding efficiency by standardizing process guidance, reducing ramp-up time by **60%** and enabling faster alignment with team workflows.
- Managed and prioritized workload in a fast-paced environment, consistently exceeding productivity benchmarks (**110–120%**) while maintaining quality and accuracy.

CIBC | *Mortgage Processing Officer*

Jun 2024 – Aug 2024

- Supported intake and coordination of business requests from internal teams and external partners, ensuring complete documentation and smooth handoff across workflows.
- Maintained visibility over request lifecycles by updating and reconciling shared trackers and inboxes, supporting timely handoffs and reducing follow-up gaps.
- Applied consistent triage criteria to incoming requests using **Outlook** inboxes and **Excel** trackers, ensuring alignment with service standards and compliance requirements.

PROJECTS

Ecoholics (Hackathon Project) | HTML/CSS, JavaScript, Figma, Firebase

Jul 2021

Led a cross-functional team to design a digital recycling incentive platform, awarded **Grand Winner** at Explore Hacks.

- Defined user requirements and workflows and translated them into wireframes and functional features.
- Designed a rewards-based incentive model ("**Eco Credits**") to encourage user participation.
- Built a responsive web and mobile prototype with secure user authentication.
- Improved usability through UI/UX redesign to increase user engagement.

Neighbor Network (Hackathon Project) | React, Peer.js, Node.js, WebRTC, Heroku

Jun 2021

Built a community-focused video chatting platform to support local interaction, awarded **First Place** at Banana Hacks.

- Defined core platform functionality to support real-time group video and chat based on user needs.
- Implemented secure authentication and privacy controls to protect user data and access.
- Supported deployment of the backend on **Heroku** to ensure stable performance during active use.
- Enabled confidential group communication features to encourage safe and trusted community interaction.

SKILLS

Programming Languages: Python, Java, HTML/CSS, JavaScript, SQL

Tools: Microsoft 365 (Excel, PowerPoint, Outlook), Jira, Confluence, GitHub

Data & Analytics: Excel, Tableau, Power BI, Data Visualization, SQL Reporting

Business & Management: Business Process Modeling, IT Project Management, Systems Analysis, Agile/Scrum