


# Allen Martillano

## Software Engineer

✉ [martillanoallen@gmail.com](mailto:martillanoallen@gmail.com) | 📞 416-880-0142 | 🐙 [GitHub](#) |  [LinkedIn](#)

### SKILLS

- MySQL | React | Git | Python | JavaScript | TypeScript | Cloud Computing | VMware | C | C++
- Frontend | HTML5 | Backend | Wireshark | jQuery | NoSQL | English, French

### EXPERIENCE

#### Floor Supervisor, H&M

January 2020 – October 2022

- Assist Store Manager in establishing and overseeing sales and cost plans, budgets and variable costs for department; work with comparable sales to last year, sales to budget and future sales trends to maximize profitability
- Provide remarkable customer service, receiving 95% in customer service feedback surveys
- Training, coaching and provide daily feedback to the store staff
- Maintain creative and accurate product displays, ensuring strategic placement of products to maximize sales
- Provide excellent direct and indirect customer service according to H&M standards on the selling floor, in the fitting room and at the cash point

#### Assistant Manager, McDonald's

May 2019 – January 2020

- Responsible for maintaining clean appliances, and store appearance with company standards
- Able to use point of sale computer system for automated order taking
- Received orders, processed payments, and responded appropriately to customer concerns

#### Sales Associate, Bulk Barn

July 2018 – April 2019

- Memorized numerical codes for each individual bulk product
- Helped an average of 35 customers per day by responding to their inquiries
- Manage incoming stock weighing up to 40 kg

### EDUCATION

#### Seneca College

North York, ON

Bachelor of Commerce, Business Technology Management, September 2020 - Present  
Major GPA: 3.6

### EXTRACURRICULARS AND LEADERSHIP

- The Mississauga Food Bank, Food Bank Volunteer, Mississauga, ON - 2018-2021
- St. Patrick's Parish, Children's Liturgy Volunteer, Mississauga, ON - 2018-2021