

Jacky Yuan

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Education

Computer Programming and Analysis

Expected 2022

Durham College, Oshawa, ON

- Awarded College Honour Roll in semesters 1 and 2
- Studying: Object Oriented Programming, Systems Development, Web Development, System Support & Automation

Bachelor of Engineering, Mechanical

2013 - 2017

McMaster University, Hamilton, ON

- Courses: Modelling & Numerical Solutions, Control Systems, Operations Modelling & Analysis, Finite Element Applications, Robotics

Related Skills

- Experienced with programming languages such as C#, C++, python as well as markup languages such as HTML and JavaScript
- Familiar with creating and modifying databases using database software such as MS Access as well as using SQL
- Well versed in MS office programs - Word, Excel, PowerPoint, Publisher, Access, Outlook
- Working knowledge of Software Development Life Cycle methods - Waterfall, Prototyping, SCRUM
- Exceptional communication and interpersonal skills developed through experience interacting with customers and team members
- Excellent at creative and analytical thinking alongside strong problem solving skills
- Able to work well under pressure while maintaining attention to detail

Experience

Hard Goods Advisor

2017 - Present

Sport Chek, Markham, ON

- Provided excellent customer service resulting increase in sales and number of returning customers
- Performed adjustments, maintenance, and repairs for various sports equipment, promoting the service shop to be top 5 in the region
- Resolved customer questions and concerns; received positive feedback from several customer for providing in-depth answers and good recommendations
- Worker member co-chair of the OH&S (Ontario Health and Safety) committee

Line Chef

2016 - 2017

Cora: Breakfast & Lunch, Markham, ON

- Created meals quickly and accurately alongside other team members in a fast paced environment with minimal errors
- Prepared complicated meals according to recipes and customer preferences