

BHUMIKA BERGMAN

Computer Engineer

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OBJECTIVE

Driven and organized professional with proven success in meeting project deadlines seeking to grow in a Digital Operations Manager role; offering expertise in Atlassian tools, Web Development, Accessibility, and SEO strategies.

EMPLOYMENT

Elgin Community College

Digital Accessibility Developer

11/2020 – PRESENT

- Boosted main website accessibility by **15% in 4 months** and maintained WCAG 2.0 AA compliance.
- Furthered college's Equity and Diversity mission goals by creating training materials and **conducting live training** with faculty and staff on making accessible digital materials.
- Utilized Jira and demonstrated **excellent multi-tasking skills** by taking on multiple tasks as needed by the department to meet the project deadline.
- **Managed over 180 users** in the content management system (CMS), and provided assistance and support to users regarding errors or questions.
- Created web pages, performed content management tasks, troubleshoot website bugs and accessibility issues, provided solutions, and assisted with the implementation.

National Institute for Optimal Wellness

Front-end Web Developer & Manager

09/2019 – 10/2020

- Achieved **excellent user experience** by creating a fully responsive website with a user-friendly UI/UX, student portal, and eCommerce.
- Dramatically **reduced page load time** by 20% by debugging and optimizing the website.
- Develop concepts, control project flow, and ensure **deliverable milestones** are met.

Office Depot

Service Advisor

09/2019 – 10/2020

- Maintaining an **average of 9/10** in customer experience surveys by proactively engaging customers to drive the sale of total solutions and properly assess customer needs to ensure satisfaction in every interaction.
- **Offered 100% satisfaction** to all customers by preparing orders correctly and within the quoted timeline.
- **Building relationships** with customers to increase the likelihood of repeat business.
- Offered back up to colleagues and helped **train new employees** in design and printing.

Primitius International

Freelance Application Developer

01/2018 – 11/2018

- Succeeded in **reducing time** to analyze and evaluate a natural health survey **by 67%** by creating a cross-platform survey analyzer application.
- Constructed the application on the electron framework using HTML/CSS and JavaScript while assuring the **maintainability** of the code.
- Focused on **customer demands** and exceeded customer requirements.

New Eden School of Natural Health and Herbal Studies

Portal Management Administration Assistant

03/2016 – 04/2017

- Provided **front-end web development skills** to a team developing a WordPress-based student portal.
- Reduced the duration of the project by approximately **15 days** by attaining **the user requirements** from the client.

- Optimized the **system performance by 10%** by identifying the bugs while assisting the students with technical inquiries.
- Applied excellent **problem-solving and administration skills** while assisting the portal manager to manage students.

EDUCATION

York University, Canada

09/2013 – 02/2018

- Bachelor of Engineering(B.Eng.), Special Honours Computer Engineering, Major GPA: 3.2

TECHNICAL SKILLS

Programming Languages: Proficient in Java, JavaScript, HTML5, and CSS. Intermediate in C, Python, and MongoDB.

Version Control: Git

Applications: MS Office, Eclipse, Android Studio, MATLAB, GoormIDE, VS Code, Photoshop, InDesign, Commonlook PDF

Platforms: Jira, Confluence, Google Analytics, Google Search Console, Funnelback, Siteimprove, Jotform, WordPress, Weebly, TerminalFour

Frameworks: Electron, Bootstrap, Node.js, Express

PROJECT EXPERIENCE

Transcript Generator (Electron, HTML, CSS, JavaScript, JSON)

01/2021 – 03/2021

- Designed a **desktop transcript generator application** for an online school using the Electron framework.
- Dramatically **reduced user errors** by pulling data from a JSON file and automating the calculations.
- Utilized **scalable code design** to accommodate future changes or additions to the school curriculum.

Event Counter Plus (JavaScript, HTML, CSS, EJS, Express)

08/2019 – 07/2020

- Creating an **interactive web application** on the Express framework using EJS templates that calculates the time passed since the event and calculates the time left until the next monthly/yearly anniversary.
- Configuring MongoDB database to store information about users and events.
- Increasing the app performance by using **RESTful routes** for cleaner URLs, Git for **version control**, and bootstrap 4 for the **responsive web design**.

AMD Application (Object Oriented Programming, Java, Android, Firebase)

09/2016 – 04/2017

- Implemented an Android application for AMD (Age-related macular degeneration) patients.
- Reduced the app's **memory footprint** by using a firebase database to manipulate the data.
- Wrote **reliable and maintainable** code, while focusing on customer demands.
- Provided excellent user experience by developing both voice recognition and touch-based UI.

Hospital Messenger System (Object Oriented Programming, Java)

09/2016 – 12/2016

- Developed a secure hospital messenger system in Java which allowed the clients to create groups and send text messages to the group.
- Improved verification and validation of the system by applying **requirements elicitation concepts**.
- Optimized the system by 27% by finding bugs using **acceptance tests and use cases**.
- Assured **usability and scalability** of the product, while meeting user requirements.

ADDITIONAL EXPERIENCE AND AWARDS

- **Volunteering:** Volunteered as a peer mentor at Lassonde School of Engineering.
- **Final year capstone project:** Awarded "Patel Family Capstone Project Award" for winning the 2nd prize in the final year capstone project for AMD application.

SOFT SKILLS

- Hard worker, quick learner, eager to further knowledge and skills
- Self-motivated; able to learn on own initiative
- Excellent verbal and written communication skills while working with colleagues, clients, and supervisors
- Able and willing to assist co-workers and supervisors in a cooperative manner
- Excellent organizational, time management, and problem-solving skills
- Detail-oriented, creative, critical thinker, and able to work under pressure in a team to meet deadlines