

# Nicholas Lee

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## Technical Skills

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Java C++ Python Racket HTML CSS | Basic SQL and Power BI | Django Web Framework | Linux Scripting

## Extra Skills

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- Solid problem solving and analytical abilities illustrated through TD Case Competition
- Strong communication in French shown by Certificate of Studies in French Immersion
- Effective teamwork, communication, and collaboration skills gained through 4 years of customer service experience

## Professional Experience

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### Junior Solutions Engineer/Account Coordinator - OnCall Health | Jan 2022 – Apr 2022

- Increased efficiency of back-end processes through Python scripting and automation
- Implemented critical thinking to create automated testing and ensure coverage of all test cases
- Managed the workflow of multiple customer accounts to meet the expected client/patient journeys
- Effectively worked with the Django database system in order to modify and maintain client information and privacy

### Head Activity Specialist Coordinator - Camp Wahanowin | June 2021 – Aug 2021

- Managed a team of staff to organize and execute activities engaging for campers which also followed health and safety protocols
- Implemented planning and coordination strategies to lead multiple departments during theme days to increase customer satisfaction

### Customer Service Sales Associate - Rona | Aug 2018 – Sep 2020

- Trained new associates using a job shadowing method to effectively teach how to manage transactions and communicate with customers
- Communicated effectively, positively, and clearly with coworkers and management to ensure internal consistency and alignment

### Venture Camp Counselor - McMaster University | Jul 2016 – Aug 2016

- Inspired a passion for technology using leadership skills by helping kids aged 6-13 learn the functions and applications of various programs and hardware (e.g. breadboards, animation)
- Ensured all parties were informed by reporting any upcoming events to parents and any preparations which would be necessary, resulting in an organized and smooth camp experience

## Honours & Awards

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- Consulting Case Competition | Toronto Dominion (TD) Bank – iD8 | Semi-Finalist
- University of Toronto National Book Award
- Honours Society – Aldershot High School – 4 years
- Aldershot Ontario Scholar Award
- Governor General's Medal

## Education

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Double-Degree Program:

- Candidate for Bachelor of Computer Science at University of Waterloo
- Candidate for Bachelor of Business Administration at Wilfrid Laurier University