

# Sebastian Ocampo

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## **OBJECTIVE**

A highly motivated and results-driven individual seeking an opportunity to apply advanced software development skills in a progressive environment that is equally passionate about the development of extraordinary products. Ideally suited to projects and environments that could benefit from innovation, creativity, commitment, ingenuity, and collaborative thinking.

## **SKILLS & STRENGTHS**

- Comprehensive skills and knowledge of: Windows, MacOS and Linux
- Proficiency in: Java, HTML and Javascript
- Advanced understanding of Visual Studio Code, Android Studio, Atom and Virtual Box
- Ability to work with minimum supervision
- Excellent organizational, interpersonal and multitasking skills
- Superb analytical and problem solving skills
- Excellent oral and written communication skills in both English and Spanish
- Ability to prioritise tasks to meet required deadlines

## **EXPERIENCE**

### **Geek Squad, Aurora, ON**

**2019 – 2021**

*(A leading IT solutions firm to serving residential & small business customers)*

#### **Counter Intelligence Agent 1, (Part time position, reporting to Team Lead - In Store Services)**

Tasked with diagnosing and providing corrective action solutions on a broad range of software and hardware problems encountered by personal and professional clients.

- Used interpersonal skills to provide over the counter technical support and reassurance to clients, many who were unfamiliar and uncomfortable with computing technology
- Worked both independently and collaboratively with colleagues in defining project scopes of work
- Accountable to company and clients in managing billable hours per project completed
- Consistent exceptional service resulted in becoming a 5 time winner of the Best Buy Best in Uniform Award

### **Best Buy, Aurora, ON**

**2016 – 2019**

*(Canada's largest electronics retailer)*

#### **Sales Advisor, (Part time position, reporting to the Team Lead - In Store Sales)**

Responsible for delivering best in class service to customers seeking to make purchases of varied monetary value.

Service consisted principally of listening then offering pre and post purchase service, insight and support.

- Leveraged eagerness to learn to become an more valuable team member capable of offering service and support in a greater number of instore departments
- Executed price accuracy audits ensuring system and store shelves matched preventing customer dissatisfaction and possible lost company profits due to errors
- Completed departmental merchandising regime ensuring visual store appeal and adherence corporate branding and shopping expectations
- Superb customer service skills allowed me to earn 4 Best Buy Best in Uniform awards as a sales advisor

## **EDUCATION**

York University

Bachelor of Science, Computer Science

- 2021 graduate of the highly competitive Computer Science program at York University
- Additional courses taken in pursuit of greater personal development included Philosophy of Science. Canadian Politics, Worlds of Ancient Greece and Rome and Critical Reasoning
- Currently pursuing continuing education and skills development in Python, React and SQL

## **REFERENCES**

- Available upon request