



## PROFESSIONAL SUMMARY

*Motivated professional with knowledge and expertise spanning programming, web/software development, issue resolution, and UX/UI design*

A dynamic and bilingual professional with the educational background and proven work ethic to guide and support software/full stack development, UX/UI design, web development, and more. Dedicated leader who is known for producing high-quality code, with the skill set to analyze complex information, manage key projects, efficiently resolve issues, and deliver outstanding digital experiences. Out-of-the-box thinker who is comfortable working in teams or independently to ensure solutions consistently meet or exceed business goals. Strong training and academic qualifications, including Coder Foundry Bootcamp and coursework in Web & Mobile Application Development at NBCC.

### CORE COMPETENCIES

- Software Development
- Agile/Waterfall Methodology
- Object Oriented Programming
- Product Evolution
- UX/UI Design
- Full-Stack Development
- Project Coordination
- Application Development
- DevOps
- Problem Solving
- Web Development
- Task Prioritization

## PROFESSIONAL EXPERIENCE

THINKMAX, REMOTE, OCT 2021 TO PRESENT

### **FULL-STACK DEVELOPPER, SUPPORT AND MANAGED SERVICES**

At Thinkmax, I am primarily working with Optimizely/Episerver - [CMS/ecommerce] and React. I use tools like ADO, D365, LCS, SSMS and Git daily.

I take on support cases and work directly with clients to solve their business needs. Cases often involve bug fixes, implementing scss/front-end changes, adding new modules/blocks/features, etc.

I write, test, build and deploy the code, while documenting the cases and communicating with the client and our support team.

HIGHFIELD, MONCTON, NOV 2017 TO JUNE 2021

### **PROPERTY MANAGER**

- Lived in a building and maintained responsibility for managing other tenants and paying bills.
- Handled tenant complaints in a professional and friendly manner.
- Identified issues and ensured timely resolution by contacting maintenance personnel.
- Assisted the owner by leading showings of available units for rent.

2017 TO 2020

### **AT-HOME CARETAKER FOR FAMILY MEMBER**

RBC ADVICE CENTER, MONCTON, NB, FEB 2017 TO NOV 2017

### **SALES AND SERVICES AGENT**

- Gained a deep understanding of client financial needs & goals in order to provide tailored advice.
- Delivered high-quality financial support spanning mortgages, loans, credit lines, and credit products.
- Adhered to established standards and protocols while transporting large quantities of cash.

- Leveraged strong interpersonal and communication skills to deliver outstanding customer service and position sales in an honest and clear manner.
- Cultivated and maintained trust-based relationships with diverse customers.
- Earned recognition for consistently achieving all established unit targets and metrics.
- Identified and resolved complex financial issues resulting from systems shutting down overnight.
- Ensured a positive client experience in order to boost repeat business and referrals.
- Utilized strong problem-solving skills to efficiently resolve complex issues.
- Contributed to continuous improvement by identifying inefficiencies and recommending relevant solutions directly aligned with client and company needs.
- Fostered and maintained collaborative working relationships with colleagues and leadership teams.
- Drafted and maintained detailed documentation of all client interactions and outcomes.

CONCENTRIX, RIVERVIEW, NB, MAY 2016 TO FEB 2017

#### **FRAUD & IDENTITY THEFT SOLUTIONS AGENT**

- Conducted in-depth reviews and analyses of client information to proactively identify potential fraud.
- Established or removed restrictions based on fraud risk to secure client accounts.
- Complied with all privacy and security standards relating to client information.
- Expanded personal and professional skills by training in all company departments, including customer service, applications, fraud solutions, identity theft queue, pin queue, and solutions/escalations.
- Determined how to best protect clients against fraud through probing questions.
- Built rapport with customers by communicating in a friendly and professional manner.
- Demonstrated strong technical and analytical skills to identify issues and solutions.
- Verified compliance with all internal and external regulations, protocols, and best practices.
- Collaborated with diverse team members to identify and implement comprehensive solutions.
- Participated in team meetings and various trainings to continuously improve skills.

---

## **EDUCATION AND CREDENTIALS**

CODE BOOTCAMP GRADUATE, JUNE 2021 TO SEPT 2021

*Coder Foundry, Online*

COLLEGE COURSEWORK IN WEB & MOBILE APPLICATION DEVELOPMENT, SEPT 2020 TO JUNE 2021

*NBCC, Moncton, NB, Canada*

ADDITIONAL CREDENTIALS

*High School Diploma, 2011*

---

## **AWARDS AND HONORS**

- Received an offer to perform in the orchestra at Carnegie Hall as a result of winning Gold at the Heritage Festival International Music Competition in Washington D.C.

---

## **VOLUNTEERISM**

Acadia Veterinary Hospital, Dieppe, NB

- Assisted veterinarians with medical procedures, including orthopedic surgery, blood work, and dental procedures.

Moncton SPCA, Moncton, NB

- Supported the local animal shelter by walking dogs, cleaning, and grooming animals.

---

## ADDITIONAL INFORMATION

---

**Languages:** English (Fluent), French (Fluent)

**Technical Proficiencies:** HTML, CSS, JS, C#, SQL, RESTful APIs, Bootstrap5, .NET, ASP.NET MVC, Git, D365, Azure DevOps, SSMS, React, Optimizely/Episerver, GitHub, Linux, VS Code, Figma, Gimp, Terminal, Object-Oriented Programming

**Interests:** Gaming, Technology, Design, Reading, Music, Nutrition and Fitness.