

Tingting (Claire) Guo

332-5225 Finch Avenue East, Toronto, ON M1S 5W8

647-892-1318

tguo4@my.centennialcollege.ca

WEB DEVELOPER

PROBLEM-SOLVING

| TEAMWORK

| MATHEMATICAL APTITUDE

SUMMARY OF QUALIFICATIONS

- *Current student in Software Engineering Technology*
- Outstanding problem-solving, numerical and analytical capabilities
- Hard-working, self-motivated and excellent team player, also able to work individually
- Quick learner, strong adaptability, attention to detail and open-minded
- Excellent verbal and written communication in English and Chinese
- Proficient user of Microsoft Office Suite (i.e. SharePoint, Teams, Word, Excel, PowerPoint, Visio)

TECHNICAL SKILLS

- Programming Languages: JAVA, C#, SQL, Python
- Database Management: Oracle SQL Developer, MongoDB, MySQL, Microsoft SQL Server
- Operating System: Windows, Linux, macOS
- Web Programming: JavaScript, HTML/CSS, JSON, jQuery, Ajax, Node.js, Angular, Express, React
- Software Tools: Eclipse, Git, Visual Studio Code, Visual Studio, Oracle SQL Developer, Fedora
- Other software: Adobe professional reader, editor, photoshop

EDUCATION

Software Engineering Technology

Centennial College, Toronto, Ontario, Canada

Jan. 2022 - Present

Expected graduation April 2024

- *Current GPA: 4.2/4.5*

- *Relevant courses:*

C# Programming

Web Interface Design

Client-Side Web Development

Java Programming

Advanced Database Concepts

Software Requirements Engineering

Bachelor of Economics - International Economics and Trade

Guangzhou University, Guangzhou, Guangdong, China

Sept. 2006 - June. 2010

PROJECT WORK

Web Programming (Real Estate Website)

Jan.- May. 2022

- Designed and built the website using HTML, CSS, JavaScript, JSON, and Ajax
- Tested, debugged, and maintained the website for iterated improvement
- Dynamically loaded data from database to website using JavaScript
- Set up local server to host the website

Database Management (Purchase car online)

May.- Aug. 2022

- Research and analyzed the model according to the client's requirement
- Created database of online order system, normalized database tables to avoid data redundancy using Oracle SQL Developer
- Updated, deleted, and dropped tables to ensure the integrity of database
- Data analysis with database inquiry with SQL language

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EMPLOYMENT HISTORY

Reservation Supervisor

Sept. 2017 - July. 2021

Voyzant Inc., Toronto, Ontario, Canada

- Collaborated with Travel Consultant to resolve all clients' issues and recommended appropriate itineraries where required and process all electronic reservations and ensure accuracy in same
- Administered productivity of staff and ensure achievement of all department goals and oversee all reservation activities for facility
- Developed and maintained professional relationships with all airlines and managed all communication with staff and prepare statistical reports
- Provided efficient training program to staff to ensure smooth working
- Supervised schedule of all call volume and collaborate with convention services on daily basis

Travel Consultant

Nov. 2015 - Aug. 2017

Mandarin Holidays, Toronto, Ontario, Canada

- Operated different ticketing systems to issue, exchange, and refund tickets for clients
- Identified clients' needs and recommended suitable travel packages
- Offered travelers relevant information and useful travel materials
- Organized travel packages, including tickets, accommodation, and transportation
- Assisted travelers in obtaining visas if required by the country of destination
- Guided international students to obtain their study and work permits in Canada
- Assisted travelers with temporary emergencies that occurred during the trip

Teller Supervisor

Feb. 2013 - Feb. 2014

China Guangfa Bank, Guangzhou, Guangdong, China

- Awarded for Annual League of Excellence in 2013 by exceeding targets of personal saving by 17% and credit cards by 22%
- Managed operational responsibilities that include the vault cash, custodial responsibility for the branch's ATM, completing audits and other operational control measures
- Handled large amounts of cash in an organized, timely and accurate fashion
- Provided the teller staff with the appropriate amount of guidance with difficult transactions and maintained teller difference records
- Provided training to new tellers on bank policies and procedures

Bank Teller

July. 2010 – Jan. 2013

China Guangfa Bank, Guangzhou, Guangdong, China

- Operated 20+ customer transactions per hour with extreme attention to detail to provide timely services
- Processed sales referrals and promoted bank services and products, resulting in 8% branch sales increase
- Performed routine bank telling tasks, including making deposits, withdrawals, transfers, and cash advances, receiving loan payments, and cashing checks
- Promoted strong customer and client interactions, built relationships and participated in cross-selling, and offer new products and features