Aden John

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EDUCATION

Red Deer Polytechnic   **Red deer, AB**
Software Development   *Graduation Date: Dec 2024*

WORK EXPERIENCE

Staples   **Red Deer, AB**
Wireless Consultant   *Jul 2024 - Present*

- Boosted wireless sales by 15% by actively engaging with customers, leading to increased revenue and enhanced customer satisfaction, resulting in a 30% increase in customer engagement and overall sales.
- Leveraged internal communication platforms like Microsoft Office, Statflo to improve customer service, resulting in a 15% increase in customer satisfaction ratings.
- Prepared detailed meeting agendas and minutes for bi-weekly meetings, maintaining error-free documentation for review by senior management, contributing to a 95% accuracy rate in decision-making processes.

UPS   **Red Deer, AB**
Assistant Store Lead   *Nov 2023 - Jun 2024*

- Assisted 20 customers per hour, both in-person or via phone, utilizing CRM software to manage customer interactions and follow-ups, improving customer retention rates by 20 %.
- Provided secure and efficient packaging and shipping services, meeting delivery expectations and enhancing service reliability.
- Conducted daily closing activities, including cash handling and reporting, ensuring financial accuracy and store security

Prodigy Infotech   **Remort**
Web Development Intern   *Sep 2023 - Oct 2024*

- Created interactive data dashboards with Python libraries such as Streamlit, Plotly Dash, and Matplotlib, producing data-driven decision-making processes for the team.
- Developed and tested Computer Vision and Convolutional Neural Network (CNN) models using Python, enhancing data analysis capabilities and improving project outcomes.
- Developed user-friendly graphical interfaces and actively participated in project builds, enhancing overall functionality and user experience.

PROJECT EXPERIENCE

Red Deer Polytechnic
Foodie Bros   *Start Date - Finish Date*

- This is a full-stack food ordering application built with React, TypeScript, Vite, and Node.js. The application allows users to browse food items, place orders, and manage their profiles. The backend is powered by Express and MongoDB
  1. User authentication with Auth0, browse food items
  2. Place orders, user profile management
  3. Responsive design

CERTIFICATIONS

LinkedIn   Red Deer, AB
Project Management   *Feb 2024 - Feb 2024*

- Utilized Agile project management techniques to streamline project timelines and deliverables, resulting in a 15% reduction in overall project completion times.