

Devan Eisnor

Halifax, Nova Scotia
(902) 580 – 7030
devan.eisnor@gmail.com

Working professional with over 10 years of customer service experience, significant workplace expertise, and a keen eye for detail. Thrives in fast-paced environments, staying organized and adapting quickly to changes. Proven ability to lead teams and deliver exceptional customer service. Enthusiastic about technology and eager to leverage transferable skills to pursue a career in the IT industry.

Education:

Nova Scotia Community College
Information Technology Program

2022-2024

IT Projects

NSCC Timesheet Simplification System

- Designed and implemented a relational database to store employee data, including work hours, sick leave, and other timesheet details.
- Developed Microsoft Forms for employees to submit timesheet data efficiently and accurately.
- Automated bi-weekly email notifications using Power Automate, enabling employees to confirm their attendance or provide additional details through a linked form.
- Collaborated within a team of three to ensure smooth project development, balancing teamwork and individual responsibilities to meet deadlines and course expectations.

E-Commerce Web Application using ASP.NET Core and Razor Pages

- Developed a web application using ASP.NET Core and Razor Pages to simulate an e-commerce platform, handling product listings, shopping carts, and user authentication.
- Designed and implemented a responsive user interface using Bootstrap, ensuring compatibility across desktop and mobile devices.
- Integrated cookie-based authentication for secure user login/logout, implementing features like sliding expiration to enhance security.
- Developed robust backend logic for handling shopping cart operations, including adding/removing items, and real-time display of cart contents using server-side C#.

Transit Tracking App using Android and Jetpack Compose

- Developed a transit tracking mobile application using Jetpack Compose for a modern, reactive UI, enhancing user interaction with real-time transit information.
- Integrated Mapbox for dynamic map views to display real-time bus locations using GPS data, improving the user's ability to track bus movements.
- Developed backend logic for fetching, parsing, and displaying real-time transit alerts, enhancing user awareness of route changes or delays.

Survival Simulation in C++

- Developed a city simulation in C++ that models interactions between humans and zombies using an object-oriented approach.
- Utilized polymorphism and dynamic memory management to represent humans and zombies with shared base class Organism, ensuring efficient memory usage and code reusability.
- Designed and implemented turn-based logic for both humans and zombies, including recruitment, infection, and movement patterns, simulating a dynamic battle for survival.

Skills

- ASP.NET Core
- Node.js
- Android Development
- Git/GitHub
- RESTful APIs
- Research Skills
- Javascript
- JSON
- Bootstrap
- Visual Studio
- C++
- React
- Critical Thinking
- SQL

Professional Work Experience

Manager

06/2015 - Current

Cora's Breakfast Restaurant

Halifax, Nova Scotia

- Led team operations, ensuring compliance with safety standards and streamlining processes using digital tools to monitor sanitation procedures, contributing to a more efficient and safer workplace.
- Managed and maintained digital records of transactions, inventory, and employee schedules, showcasing strong organizational skills and proficiency in using software tools for record-keeping and data management.
- Analyzed sales data and provided insights that contributed to the success of promotional strategies, resulting in increased revenue through improved customer targeting and engagement. Leveraged technology to monitor performance and track trends.

Server

09/2010 - Current

Swiss Chalet

Halifax, Nova Scotia

- Delivered personalized customer service using technology to manage orders, track preferences, and enhance the overall customer experience.
- Applied strong communication and problem-solving skills to resolve issues, contributing to higher customer retention rates, leveraging Customer Relationship Management tools to address customer needs.
- Utilized customer feedback data to identify potential service improvements, minimizing complaints and increasing customer satisfaction through proactive solutions.

Other Work Experience

Jack Astor's Bar and Grill - Server

2021-2023

The Drawing Room - Bartender

2019-2021

Captains Boil – Server

2016-2017

The Platter House – Server

2008-2010

Guppy's Family Restaurant – Server

2006-2008