

DIYA DIYA

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OBJECTIVE

As a dedicated and self-driven professional, I am eager to use my current knowledge and skills in the IT sector. My goal is to leverage my strong technical skills and set of professional skills gained through experience in OPS and through my education to contribute meaningfully to the tech industry.

HIGHLIGHTS

- Strong **analytical and system analysis** skills.
 - Familiarity with **MySQL** database management, which I have learned in my current position.
 - Excellent **problem-solving abilities**, honed through working in MTO and through complex projects and assignments.
 - Exceptional **mathematical aptitude**, as shown through my high grades.
 - Proficient in **coding languages** (Python, Java, HTML, CSS, and JavaScript) and technical writing, which is evident through my high GPA and class projects.
 - **Strong communication skills**, developed through my work in the OPS and customer service industry.
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WORK EXPERIENCE

Junior Business Analyst

January 2024 to August 2024

Ministry of Transportation

Toronto, ON

- Project Involvement:
 - **MCCSS API Connection Project**: Developed requirements, wrote user stories in DevOps, and ensured interface compatibility.
 - **ARIS Salutation Intake**: Led requirements gathering, produced technical documentation, and coordinated developer estimates.
 - **MPTP Schedule D Report**: Sorting of database in Access to generate reports for the last 3 fiscal years.
- Reviewed client needs, conducted feasibility studies, and recommended integrated business solutions.
- Developed business system specifications and process/data models using structured analysis techniques such as flowcharts and UML.
- Assisted in implementing system enhancements, including procedure development, presentations, and training.

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EDUCATION

Computer System Technician-Software Support

September 2022 - Present

Mohawk College

Hamilton, ON

- Enrolled in my 4th semester of the two-year diploma program.
 - Achieved a GPA of 84.8% in Semester 1 and 82.8% in Semester 2.
 - Consistently scored 100 in Mathematics in both semesters.
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TECHNICAL SKILLS

- **Programming Languages:** Python, Java, C#
 - **Web Development:** HTML5, CSS, JavaScript, PHP
 - **Tools:** Word, Excel, PowerPoint, VS Code
 - **Database:** MySQL
 - Software Testing
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PROJECTS

- **Guess Game:** Created a basic guess game in Java where the user has the chance to guess three times, and receive an emoji based on their performance.
- **Automatic Business Tool:** Designed an automatic business tool for mathematical calculations in customer service in Python.