

Emmanuel Richmond

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Bilingual: Native-level English & French | GitHub: <https://github.com/ERichmond11> | Personal Site: emmanuelrichmond.ca

CAREER PROFILE

Versatile and results-driven **IT professional & emerging software developer** with a solid foundation in full-stack programming, technical problem-solving, and bilingual client support. Proven ability to design, build, and troubleshoot applications across multiple languages and frameworks. Adept at collaborating with cross-functional teams to deliver reliable, user-focused solutions.

TECHNICAL SKILLS

Languages & Frameworks: Java, Python, C, C++, C#, Haskell, SQL, Shell, JavaScript, HTML5, CSS, React, Node.js

Tools & Platforms: Git, SharePoint, Microsoft Access, Jira, Agile/Scrum, Windows/Linux

Other Skills: Data management, System troubleshooting, Unit & integration testing, Bilingual communication (English/French)

EDUCATION

Bachelor of Computer Science (Honours) – Carleton University – June 2025

Ontario Secondary School Diploma – École Secondaire Jeunes Sans-Frontières (2018)

Awarded 3 International Baccalaureate Certificates: HL Math, French, English

PROFESSIONAL EXPERIENCE

Bilingual IT Support Specialist (Seasonal)

Council of Ministers of Education Canada | Toronto, ON | Feb 2025 – Jul 2025

- Resolved hardware, software, and network issues, reducing average downtime.
- Managed **user accounts and security permissions** in compliance with IT policies.
- Delivered **user training** on security and productivity best practices.

Software Developer Intern

Qtech – Remote via Carleton University | Oct 2024 – Apr 2025

- Designed and implemented internal **web applications** improving workflow efficiency.
- Wrote clean, maintainable **Python** and **JavaScript** code following best practices.

- Created **unit and integration tests**, reducing production bugs and improving stability.
- Collaborated with product teams to define requirements and deliver features on schedule.
- Authored **technical documentation** to support long-term maintainability.

Bilingual IT & Operations Coordinator (Summer 2024)

SIRVA BGRS Worldwide Inc. | Ottawa, ON |

- Led daily relocation planning deployment sessions for **Canadian Armed Forces** personnel.
- Audited and processed expense claims with 100% compliance to federal guidelines.
- Recommended process improvements to boost efficiency.

Bilingual Technical Support Specialist (Full Time Remote)

CIBC | North York, ON | May 2023 – Mar 2024

- Delivered bilingual technical assistance for **online banking and mobile applications**.
- Guided clients step-by-step through troubleshooting, restoring services promptly.
- Coordinated with specialized teams to resolve escalated technical issues.

Bilingual Seasonal Merchandiser (Part-Time)

PepsiCo Beverages Canada | Ottawa, ON | May 2022 – Aug 2023

- Maintained grocery store product displays across Ottawa ensuring compliance with marketing plans and planograms.

Sales Advisor (Part-Time)

Hudson's Bay | Ottawa, ON | May 2021 – April 2022

- Assisted customers with product selection and purchases, delivering personalized service to drive sales and enhance customer satisfaction.

Sales Associate (Part-Time)

Footlocker | Ottawa, ON | September 2019 – April 2020

- Provided product knowledge and customer support to drive sales, maintain store standards, and ensure a positive shopping experience.