Brandon**Hops**

3A Computer Science

contact

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Waterloo, ON N2L 3P7
Canada

languages

English mother tongue
French fluency

programming

JavaScript
Node.JS, Angular
Python & Django
C/C++, PHP
CSS3 & HTML5
SQL/NoSQL

experience

May 2014 – Now

PHARMACHIEVE CORPORATION LTD.   North York, Ontario
Web Developer

Individually responsible for the design, development, implementation and maintenance of several new automated processes and features intended to improve the services offered, boost revenue and lower costs.
Detailed achievements:
- Saved hours of daily work by implementing a fully automated registration processing system integrating Moodle and Joomla's DT Register plugin
- Designed and implemented a quiz score visualization using D3.js to provide customers with feedback regarding their quiz scores including strengths and weaknesses
- Increased revenue and sales by creating a self-serve portal so that users could upgrade or extend their subscriptions at any time
- Improved question bank quality by creating a spell-checking utility that included Canadian Medical terms and drug names
- Created scripts to check course content (PDFs, text, question bank questions) and flag broken links
- Began migration of the CMS and LMS to a MEAN stack and creating a customized interface suited to the company's needs

Aug – Apr 2013 & Jan – May 2014

UNIVERSITY OF WATERLOO IST   Waterloo, Ontario
Student Computing Consultant

Displayed initiative and ability to resolve time-sensitive issues
Utilized time management and priority handling skills
Confident working independently and under pressure
Logged all reported problems and solutions
Provided IT customer support in a helpdesk environment via telephone, e-mail, online chat or in-person

Apr – Dec 2013

IBM CANADA   Ottawa, Ontario
Business Intelligence Technical Support Analyst

Provided support for Business Intelligence products and developed skills with a variety of operating systems, databases, application servers, web servers.
Detailed Achievements:
- Maintained 100% customer satisfaction in over 250 support cases
- Worked on time sensitive, high-impact issues
- Responded to customer service requests, quickly assessing the customer's needs and problems in order to deliver an ideal solution
- Handled the processing of product defects and the creation of test cases in order to identify solutions and deliver code fixes

experience (cont.)

Apr – Dec 2010	**TIM HORTONS**	Kirkland, QC
	Baker / Cashier	

Accomplished various tasks including baking, drive-thru and store-front customer service, cash and credit transactions, receiving of shipments, and housekeeping duties
Excellent time management was essential to maintain store stock
Satisfied customer needs with fluency in English and French

education

2012 – Now	**Bachelor** of Computer Science	University of Waterloo

Notable Courses
- Data Structures and Data Management
- Foundations of Sequential Programs
- Logic and Computation
- Object Oriented Software Development
- Computer Organization and Design
- Designing Functional Programs
- Elementary Algorithm Design and Data Abstraction

2010 – 2012	Social Sciences with Commerce **Diploma**	CEGEP John Abbott College

awards

2013 & 2014	**Three Consecutive Outstanding Co-op Evaluations**	University of Waterloo

Received "Outstanding" evaluations at 3 of 3 previous co-op positions, consistently exceeding employer expectations

2012	**"Top Ten" Award**	CEGEP John Abbott College

Recipient of "Top Ten" award for academic achievement

2010 – 2012	**Honour Roll**	CEGEP John Abbott College

Achieved Honour Roll every Academic Term

projects

NHL API: Developed Node.JS scripts to scrape player statistics from NHL.com into MongoDB
Soundnode-app enhancement: Modified the existing Soundnode codebase to implement downloads for any song
Quadris: Graphical, turn-based version of Tetris, implemented in C++
Music Site: Music playlisting site powered by the Soundcloud API. In Django, then ported to MEAN stack.
Resume-Maker: Basic PHP Resume template that can be easily customized

interests

Professional: web technologies, web design, web app creation, software design, data analysis
Personal: Passion for problem solving, challenges and competition, video games, electronic and dance music, ball hockey