**Farshad Jalali Ameri**703 - 7601 Bathurst St

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**OBJECTIVE:**

Highly motivated Computer Programming and Analysis Student/ Barista Looking to research and design new technologies, explore new industries, and new patterns of behaviour . Driven to learn new things, adapt, and grow in a high-level team-based environment.

**HIGHLIGHTS OF QUALIFICATIONS:**

* Experience in providing exceptional customer support and customer service
* Outstanding interpersonal skills with an ability to build and maintain relationship with customers and co-workers
* Fast acquisition of new technology
* Extremely adaptable to new environments and patterns
* 3+ years of hands-on coding and programming experience
* Proficient in SQL, MySQL, and SQL Developer and key concepts of Relational Database Technology
* Experience in creating multiple Databases and applications in the form of school projects and assignments

**TECHNICAL SKILLS:**

| * SQL Server | * ASP.NET |
| --- | --- |
| * C# | * MySQL |
| * HTML5 | * CSS |
| * JavaScript | * Python |
| * PHP | * System Analysis |
| * Data Structures | * Object-Oriented programming |

**EDUCATION:**

**Computer Programming and Analysis, College Advanced Diploma Jan2021 – Jan2023**

**George Brown College**, Toronto ON

**School Project:** Developed C#, .Net, Python, JavaScript applications. Completed Database design related projects, creating multiple Databases for mock businesses, as well as performing System Analysis on said businesses.

* Made the Dean’s list for 3 consecutive semesters
* Lead multiple group projects relating to C#, Databases and System Analysis
* Applied best practices when reviewing and analysing source code of applications
* Developed efficient and time sensitive algorithms for multiple projects using data structure concepts

**Mechanical Engineering, Bachelor’s degree Sept 2018 – Jan2021**

**Arak University of Technology**, Arak IR

**PROFESSIONAL EXPERIENCE:**

**BaristaNov 2021 to Present**

**Starbucks**, Toronto ON

* Improved customer connection score by utilizing interpersonal skills resulting in higher customer satisfaction
* Promoted to Barista Trainer within 5 months due to exponential learning ability
* Maintained accurate connection with partners during peak hours which resulted in customer lines moving faster
* Selected by the shift supervisor to guide new partners on drink recipes resulting in more accurate tasting drinks
* Assisted Manager in implementing new cold bar layout to reduce the amount of travel needed for making drinks

**StaffJul 2021 to Oct 2021**

**Yogurtys**, Toronto ON

* Designed opening and closing checklist for new employees leading to more accurate work.
* Promoted to trainer within the second month of employment due to fast learning speed
* Encouraged teamwork within employees to ensure quality service during peak hours
* Demonstrated problem solving skills by implementing new supply layout ensuring faster restock
* Maintained store cleanliness resulting in a more pleasant dining environment