

Gillian Tsoi

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Work Experience

Technology Consulting Intern January - April 2023 / September - December 2023

Creospark Consulting Services Inc - Remote

- Documented and standardized EPMO team processes, creating a comprehensive 30-page manual with accompanying PowerPoint presentations that improved project consistency and reduced onboarding time for new hires by 40%
- Conducted the post-acquisition transition through data migrations and documentation
- Designed and developed custom software solutions for clients using Microsoft Power Apps, Dataverse, and SharePoint to enhance operational efficiency and decrease task completion times

Project Coordinator May 2022 - August 2022

Northbridge Financial Corporation - Toronto, ON

- Redesigned Excel project dashboard and compiled data for 15+ projects to reveal company insights
- Managed invoice processing and maintained an organized record to ensure projects were within budget and vendors received timely payments

Software Teaching Assistant September 2021 - December 2021

University of Waterloo - Waterloo, ON

- Delivered Excel lectures to 100 students and mentored one-on-one through communication and analytical problem-solving skills
- Designed and implemented a suite of 4 Excel modules to boost student engagement by 60%

Software Developer January 2021 - April 2021

JaggedXY Inc. - Remote

- Created front-end controls, and logging and data reporting features for deployments to tier 1 and tier 2 telecom providers in the US and Canada through C# and PostgreSQL
- Acquired proficiency in C# within the first week, enabling the team to integrate new features swiftly and decreasing bug incidence

Project Coordinator June 2020 - August 2020

University of Waterloo - Remote

- Moderated and presented in 3 online webinars with over 50 first-year students to assist in student transition from high school to university
- Delivered 2 games that teach production efficiency using Microsoft MakeCode Arcade

Certifications

Certified Associate in Project Management (CAPM) - In progress Expected: June 2024

Project Management Institute

Skills

- **Project Management:** BPMN, Kanban, Technical Writing, Presentations, Scheduling, Burndown charts, Invoicing
- **Soft Skills:** Time Management, Organization, Problem-Solving, Quick Learner, Leadership
- **Languages and Software:** Java, HTML, CSS, R, VBA, C#, Python, SQL, Git, Ruby
- **Software Development:** Agile Scrum Approach, SDLC, Unit Testing, UML Diagrams, Machine Learning, User Stories, User Research, UX, wireframing, prototyping, HCI, CX
- **Applications:** Microsoft Office and Power Platform, Google Suite, Visual Studio, Miro, Figma

Education

University of Waterloo September 2019 - April 2024

Bachelor's, Honours Management Engineering with Computing Option

GPA: 3.7