

Professional Summary

Passionate technical and literary professional with years of experience within various industries. Dedicated to making the world a better place with the highest efficiency possible.

Work History

RoboGeek Canada - Programming Instructor/Location Manager
Brampton, ON
01/2018 - 03/2020

- Designed courses on Scratch, Python, C#, Java, Robotics, and Arduino microprocessors for students aged 7 to 16
- Maintained inventory and upkeep for a variety of devices and computers.
- Attended professional development technology courses to increase knowledge base and learn new information.
- Planned and implemented curriculum to teach up-to-date technology to students.
- Set up computers and networking systems and delivered step-by-step instructions on basic use.
- Compiled, administered and graded examinations or assigned work to others.
- Worked with Local Government organizations to implement computer literacy program and technology use into day to day instruction.
- Maintained excellent attendance record, consistently arriving to work on time.
- Delivered exceptional level of service to each customer by listening to concerns and answering questions.
- Assessed and targeted customer needs to forge and cultivate productive relationships and maintain top satisfaction levels.
- Directed activities of staff performing repairs and maintenance to equipment, vehicles, and facilities.
- Trained new instructors on curriculum and teaching
- Supervised early classes of new trainees

Culture of Gaming - Content Producer, Web Developer (Contract)
Remote

10/2017 - 04/2018

- Increased website and social media traffic by creating dynamic graphics and pieces.
- Used SEO keywords drawn from Google Analytics.
- Strengthened content through proofreading and editing.
- Utilized WordPress to upload content, images and pages.
- Scheduled shoots and set up filming by communicating with talent and crew.
- Wrote program content and produced broadcast segments.
- Delivered edits with multiple camera angle choices, titles, graphics, audio and special effects.
- Provided front-end website development using WordPress
- Collaborated with marketing department to determine organizational need and design pages to meet goals.
- Coded websites using HTML, CSS, JavaScript and jQuery languages.

BestBuy Geek Squad City - Repair Technician (Contract)
Brampton, ON

05/2017 - 08/2017

- Completed all job reports and logs immediately following service calls.
- Reviewed technical documentation to complete equipment maintenance and repair.
- Conducted diagnostic procedures to determine root cause of customer problems and provide accurate repair recommendations.
- Completed partial or full dismantling of equipment to quickly repair or replace defective components and restore functionality.
- Maintained inventory of repair supplies and ordered parts as needed.
- Repaired everything from Blu-ray players to big appliances
- Provided a consistent flow of product going out of my station

Cellicon Cellphone Accessories - Lead Sales Associate
Brampton, ON

01/2015 - 06/2016

- Provided exceptional customer service to foster client loyalty and satisfaction.
- Achieved and exceeded sales goals for my entire time there
- Implemented new marketing initiatives to drive sales and improve overall performance.
- Monitored sales processes to identify areas in need of improvement and implemented systems to rectify issues.
- Reported sales data to upper management as directed.
- Monitored sales team performance and provided constructive feedback.
- Studied product and local markets to adjust sales pitches and adapt strategies for optimized sales.
- Assessed, diagnosed and troubleshoot malfunctioning hardware and software deployments to support nonstop operations.

Shoaibs Cellphone Repair - Mobile Repair Technician
Brampton, ON

10/2014 - 01/2015

- Backed up and restored user data to replacement devices, maintaining strict customer privacy protocols
- Installed replacement batteries, maintaining strict adherence to safety protocols to avoid overheating.
- Provided diagnostic estimates for repairs, tracking malfunctions and breakage to draft repair cost estimates.
- Replaced touch-sensitive digitizers and displays using official OEM parts to maintain warranty eligibility.
- Provided advice to consumers on safety and reliability of third-party replacement parts.
- Reset and restored mobile operating systems such to factory default settings to correct software-based faults.

Public Mobile - Customer Service Associate
Brampton, ON

06/2014 - 01/2015

- Achieved and consistently exceeded revenue quota through product and service promotion during routine calls.
- Maintained accurate and current customer account data with manual forms processing and digital information updates.
- Entered customer interaction details in RQ4 to track requests, document problems and record solutions offered.
- Conferred with customers about concerns with products or services to resolve problems and drive sales.
- Collaborated with store management and program leadership to suggest actionable improvements and corrective action plans.
- Assessed, diagnosed and troubleshoot malfunctioning hardware and software deployments to support nonstop operations.

Personality

- High quality of independent work: work ethic and discipline never wavered when completing unsupervised work
- Easy to get along with when needed to work on group projects
- Flexible and tolerant personality allowing for greater collaboration
- Hard working to a fault: head-down and get to it type of attitude when in dire situations
- Boundary breaking approach: Thinking outside of the box to find solutions of a higher efficiency
- Lifetime Learning: Will never give up on constantly learning new things as well as updating existing knowledge to stay fresh on perspectives

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Skills

- Front-End Development (Java, Javascript, HTML, CSS, SASS, etc.)
- Back-End Development (PHP, NodeJS, MySQL)
- Game Development (Unity, C#)
- Other programming languages: Python, Arduino C, Robo C
- Have a good understanding of the SOLID principles
- Can create and manage decent sized databases
- Object-Oriented-Programming and Functional Programming

Education

David Suzuki Secondary School
Brampton, ON

High School Diploma

McMaster University (OG)

Hamilton, ON

Bachelor of Science: Computer Science & Economics, Anthropology

Cambridge Certification Authority

JavaScript, HTML, CSS

Udemy

Online

Various Courses Taken And Completed:
Game Development, A+, Web Dev