Katherine McNeil

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Summary of Qualifications

- Dedicated and enthusiastic customer service professional with 10+ years of experience, including IT support and web consulting.

- Strong technical knowledge with hands-on experience in web development, system troubleshooting, and creative digital projects.

- Excellent communication skills, both oral and written, with a calm and respectful approach to customer concerns, ensuring continued satisfaction and trust.

- Proficient in PC software, wireless technologies, and cloud-based tools, with the ability to learn and adapt to new systems quickly.

- Proven ability to manage multiple technical and creative tasks independently, including web deployment, version control, layout editing, and multimedia content creation.

- Collaborative team player with a strong sense of initiative, creativity, and commitment to excellence.

Education

Nova Scotia Community College (NSCC)
IT Programming Diploma (2024 – Present)

Courses include Programming in C, C++, Java, Object Oriented Design, Data Structures, Web Application Programming (Spring Boot, Thymeleaf, HTML, CSS, JavaScript), Android Development (Compose), Database Fundamentals and SQL, Systems Analysis and Design (UML, Agile), Networking and Security, Linux and Windows Administration, Project Management, and Professional Practice.
Hands-on experience developing full-stack, database-driven applications and Android apps using real-world coding projects.

Junior IT Analyst Program (NPower Canada, Toronto ON)
Windows and Linux OS configuration, TCP IP, DNS DHCP, OpenLDAP, documentation, and Agile project management.

Google IT Support Professional Certificate
Career Essentials in Generative AI
Federal Income Tax Level 1 (H&R Block Tax Academy, NS)

Work Experience

Customer Service and IT Support (Concentrix, Toronto ON)
Provided technical assistance and account support to over 50 clients daily, troubleshooting software and connectivity issues.
Demonstrated patience and professionalism in resolving concerns, maintaining strong client satisfaction.
Recorded and tracked call data efficiently to ensure accuracy and workflow consistency.

Website Consultant (Web.com, Halifax NS)
Collaborated with clients to design and customize WordPress websites aligned with their branding goals.
Trained users on site updates and maintenance, empowering long term client independence.
Managed uploads, layout revisions, and developer coordination to meet deadlines and quality standards.

Independent Projects

Mouses Enchanted Adventures (Author, Illustrator, and Full Stack Web Developer, 2025 to Present)
Created, illustrated, and published three children's books featuring an original character, Mouse the cat.
Developed an interactive website with over 10 HTML pages, games, and animations using HTML, CSS, and JavaScript.
Built a product store with Square checkout, connected GitHub to Netlify, and optimized SEO through Google Search Console.
Produced promotional videos, designed merchandise, and maintained brand consistency across platforms.

Drop-Shipping Business Owner (Past)

Managed an online store using drop shipping
Handled product listings, customer orders, and branding.
Gained hands-on experience in e-commerce operations and digital sales

Blogger – *Universal Love Light*

Wrote and published original content using Blogger platform
Shared motivational and wellness content with consistent design and layout
Customized layout and visuals using **Canva**

Academic and Coding Projects

Android DB Pokemon App Built using Jetpack Compose and SQLite with adaptive layouts for phone and tablet.

Spring Boot Clients App Developed secure form validation and session handling using Thymeleaf.

DB Ball GUI Created animated ball simulation with persistent data using SQLite.

BounceGravity Game Used Android gravity sensor to control in game movement.

Technical Skills

Languages: Java, Kotlin, C, C++, C#, JavaScript, HTML, CSS, SQL

Frameworks and Tools: Spring Boot, Android Studio, IntelliJ IDEA, Visual Studio Code, GitHub, Netlify, Render, **Canva**

Databases: SQLite, MySQL (intro level)

Analytics & SEO: **Google Analytics (basic)**, **SEO best practices**

E-Commerce Tools: **Square checkout**, **product listing management**, **drop-shipping platforms**

Blog & Content Platforms: **Blogger**

Operating Systems: Windows, Linux, Android