

TROY JOSHUA DEL ROSARIO

CONTACT

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WORK OBJECTIVE

Detail-oriented and motivated IT professional with a strong foundation in software development, problem-solving, and teamwork. Passionate about leveraging technology to develop innovative solutions that enhance efficiency and user experience. Adept at collaborating in dynamic environments, learning new technologies, and applying analytical skills to tackle complex challenges. Seeking an opportunity to contribute technical expertise while growing professionally in the IT industry.

EDUCATION

Jan 2023 - Present
GEORGE BROWN COLLEGE
Computer Programming and Analysis
• Ontario Advanced Diploma

SKILLS

- Technical Skills: HTML, CSS, JavaScript, Microsoft Office Suite, Data Transcription
- Soft Skills: Team Collaboration, Communication, Problem-Solving, Organizational Skills, Leadership
- Adaptability: Quick learner with the ability to thrive in fast-paced environments
- Customer Service: Experienced in handling customer interactions, resolving concerns, and ensuring satisfaction

EMPLOYMENT HISTORY

Sales Associate MAY 2024 - PRESENT
Roots | 1901 Eglinton Ave E Unit B2, Scarborough, ON M1L 2L6

- Assisted customers with product selection, leveraging extensive knowledge of offerings.
- Maintained a clean and organized workspace to enhance the shopping experience.
- Designed merchandise displays to drive customer engagement.
- Engaged in sales talks to help the company meet monthly goals, achieving a 25-29% conversion rate.
- Resolved customer inquiries and complaints in a professional manner.
- Developed strong customer relationships by providing personalized recommendations.

Staff Counter/Server APR 2022 - JAN 2024
What A Bagel | 827 St Clair Ave W, Toronto, ON M6G 3S5

- Processed payments while guiding customers through menu options.
- Trained new employees on restaurant operations and product knowledge.
- Collaborated with team members to ensure smooth service during peak hours.
- Performed opening and closing tasks, including equipment cleaning and restocking.
- Arranged seating for large parties and special events.

CERTIFICATIONS

- Emergency First Aid/Aed & CPR Level Cu
- Programming With Javascript
- Introduction to Web Development