

Joshua John Danes

Toronto, ON | johnjoshua.danes0915@gmail.com | (647)-781-1835 | linkedin.com/in/joshuaajohn-danes

PROFESSIONAL SUMMARY

Dynamic self-starter Software Developer looking for an opportunity to utilize my technical skills and problem-solving skills to create successful implementations and high-quality solutions that address real-world business needs and improve customer experience. Aiming to contribute my initiative and dedication to help the team achieve their goals by creating quality and reliable software solutions.

SKILLS

- Programming Languages (e.g., JAVA - Advanced, HTML/CSS - Advanced, JS etc.)
- Object-Oriented Design
- UX & UI Design
- Agile Methodologies
- Database Management
- Flexibility
- Reliability
- Analytical Thinking
- Customer Support

EXPERIENCE

Customer Service

01/2023 – Current

Longo's, *Toronto, ON*

- Assisted new cashiers in learning with positive and supportive methods to boost their performance
- Actively listened to customers, handled concerns quickly and escalated major issues to the manager
- Resolved customer's complaints and maintained a clean and tidy checkout

All-Rounder General

06/2022 – 12/2022

Orange Snail, *Toronto, ON*

- Friendly and efficient service to co-workers and customers, handling
- Shared knowledge of menu items and flavours to the customer, enable them to make personal decisions based on taste and interest
- Talked to customers to get their thoughts on the product quality and how well the service was provided

Machine Operator

06/2021 – 09/2021

Silver Crystal Group, *Toronto, ON*

- Monitored machines during operations to detect sounds of malfunction or excessive vibration and adjust machines to prevent damage to products
- Made sure the machines were ready for work by checking and adjusting their settings
- Adhered to operational sequences by following tooling instructions and product specifications

Sound Engineer (Volunteered)

01/2017 – 09/2020

Jesus Reigns Forever International Ministry, *Toronto, ON*

- Operated and troubleshoot sound systems for live and recording events using an analog mixer
- Trained and mentored new sound engineers on how to set up, maintain and operate audio recording equipment and perform troubleshooting and explain audio system breakdown for broadcasts
- Worked with producers and performers to achieve and get the sound they wanted for the productions

EDUCATION

York University

Bachelor of Arts, Information Technology (Specialized Honours)

Toronto, ON | 09/2022 – 12/2025

Northview Heights Secondary School

Ontario Secondary School Diploma

Toronto, ON | 09/2018 – 06/2022