**IT SKILLS**

|  |  |
| --- | --- |
| * Languages: SQL, HTML, CSS, Python, C#, Java | * OS: Windows (XP, 7, 8, 10), Android, IOS * MS Office Suite |
| * Databases: MySQL * Reporting: Crystal Reports, MS Excel |  |

**CORE HIGHLIGTS**

* Ability to develop and implement databases, data collection processes, data analytics, and other strategies that optimize efficiency and quality.
* Adept at identifying, analysing, and interpreting trends or patterns in complex data sets to make business recommendations and provide insight.
* Analytic and detailed oriented with ability to write clean and precise code.
* Always looking for a way to improve processes or design more efficient processes.
* Excellent at documentation with the ability to edit and proof read effectively.

**CORE QUALIFICATIONS**

|  |  |  |
| --- | --- | --- |
| * Data Interpretation | * Analysing Results | * Troubleshooting |
| * Mining & Segmentation | * Task Prioritization | * Statistical analysis |

**EDUCATION**

**York University, Canada**

Bachelors of Science, Computer Science **January 2018 – Present**

**Centennial College, Canada** **September 2011 – May 2014**

Ontario College Advanced Diploma, Electronic Engineering

**WORK EXPERIENCE**

**Data Entry; Contract**

United Way Toronto and York Region – Finance **October 2017 – Jan 2018**

* Entered data into in-house database from various physical donation forms.
* Audited as a last phase of the data entry cycle for donations. Made sure that all data is entered correctly, all information that is required is entered and that every step previously has been signed off.
* Collaborate will collogues to prioritize data entering higher priority donations.
* Cleaned up database by removing duplicates, setting up data enter procedures, and fixing any mistakes that have occurred due to human error.

**Data Entry; Contract**

Cosmetica Laboratories – QA/QC **March 2017 – September 2017**

* Gathered data from PDF’s, Excel, Word to prepare said data for data entry purposes by sorting and removing duplicates.
* Entered data into in-house software from Excel.
* Created working instructions and to assist Chemical Analysts in using new in-house software.
* Created standard operating procedures for a variety of different routine operations including: electronic signatures, training for in-house software, etc.
* Created and implemented a script in Python to move files into specific directories which made the existing process 50% faster.

**Administrative Assistant; Contract February 2016 – February 2017**

Gurry & White – Administrative

* Oversee reception desk; greet new guests and respond to questions or queries.
* Provided administrative support as required.
* Maintain office equipment and inventory of office supplies.
* Improved process to distribute mail, making it faster and less confusing.
* Created a spreadsheet in Excel to track inventory, let you know when specific items are low in stock as well as where, and how many of the specific item to purchase.

**Data Quality Analyst; Contract May 2014 – Oct 2015**

Royal Bank of Canada – Technology and Operations

* Developed, managed, and maintained a database to assist with planning, communications and implementation of the product.
* Data Management and Interpretation using MS Access and MS Excel. (Creation and amendment of Queries, pivot tables, graphs, etc)..
* Created and distributed reports on a weekly and monthly basis providing metrics of project progress.
* Performed QA testing of a newly deployed internal product “myMarketplace”. (based on an app store).
* Administration relating to system access for virtual environments and software.
* Maintained SharePoint site keeping it up to date with relevant information and documentation.
* Responsible for monitoring, maintaining and organising multiple support mailboxes and communications to specific groups and users. (Consisting of stock and customised responses).

**Cashier Oct 2011 – May 2014**

Sobeys – Front End

* Built strong rapport with customers by providing quality customer service through greetings, answering inquiries, and resolving customer complaints in a timely professional manner.
* Went beyond expectation to give costumers excellent service.
* Allocated with a leadership role to train new employees.