Kathy Xu

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JUNIOR SOFTWARE DEVELOPER

CLOUD COMPUTING | AGILE METHODOLOGIES | WEB DESIGN

SUMMARY OF QUALIFICATIONS

- Currently a senior student of Software Engineering Technology Advanced Diploma; Graduate of Advanced Diploma in Business Administration with a specialization in Human Resources
- Skilled with: C#, CSS, HTML5, JavaScript, Python, Java, JavaScript
- Proficient with: SQL, Cognos, CPIN, ALM, Curam, Linux, and Oracle
- Business Tools: Jira, GitHub and MS Office Suite to create documents, charts, and presentations
- Foundational knowledge of Agile methodologies, software testing, and application of SDLC
- 6+ years of progressive customer service experience, demonstrating strong communication skills
- Highly organized with experience working under time constraints to meet deadlines

RELEVANT EXPERIENCE

Tester, Business Intelligence (Co-op)   May 2022 - Apr 2023

Government of Ontario - Ministry of Children, Community and Social Services, Toronto, ON

- Test defects on releases and log errors found within the application management lifecycle
- Use Application lifestyle management for performing manual and regression testing
- Analyze, retrieve, and synthesize information from various sources under tight deadline
- Handle confidential and sensitive information performing efficiency tests to solve problems
- Present and relay information found such as providing updates in organized and concise manner both oral and written relying on excellent communication and interpersonal skills
- Cooperatively and collaboratively work in a small group towards performance metrics

EDUCATION

Software Engineering Technology (Co-op) Advanced Diploma   Jan. 2021 - Present

Centennial College, Toronto, ON

Relevant Courses:

Programming I, II	Software Engineering Methodologies	Introduction to Database Concepts
Web Interface Design	Client-Side Web Development	Advanced Database Concepts
Unix/Linux OS	Networking for Software Developers	Software Engineering Fundamentals

Business Administration - Human Resources Advanced Diploma   Graduated: May 2018

Seneca College, Toronto, ON

Core Competencies: Business Statistics Using Excel, Data Analysis Tools, Accounting & Finance, Customer Service Solutions, Business Communication, Professional Presentation Skills, Training Techniques & Practices

ACADEMIC PROJECTS

Web Design - Marketing Website

- Created an interactive user interface as a marketing website for a realtor using HTML, C#, and JavaScript

Web Application Development – Lady Bug Interactive Game

- Created an interactive game that records the number of times players have caught a ladybug

Software Specification Document – COVID-19 Vaccination Application

- Collaborated to design an SRS planning document for an app that records vaccination status

PROFESSIONAL DEVELOPMENT

- Google Cloud Foundations - LinkedIn Learning
- Learning Cloud Computing: Core Concepts - LinkedIn Learning

ADDITIONAL EXPERIENCE

Visitor Care Associate   June 2023 - Present
Ontario Science Centre, Toronto, ON
- Processed admissions, movie, combination, and parking payments using ticketing software, ensuring smooth entry for visitors while upselling additional OSC products.
- Effectively communicated information to visitors regarding prices, discounts, special offers, voucher redemptions, directions, exhibits, special events, facility rentals, and other concierge services.
- Supported internal clients, including membership, facility rentals, and science education departments, when necessary, to address visitor inquiries and concerns.
- Promoted, sold, and managed memberships through the ticketing software system, resolving membership-related issues and informing members of policies and procedures.
- Maintained accuracy in handling cash float, balancing daily payment receipts, and reconciling transaction records against system-generated reports.
- Acted as a telephone receptionist in the organization's call center during weekends and peak periods, providing assistance with online sales, ticket reservations, and membership inquiries.
- Independently operated a computerized cash register system in parking lot booths, processing visitor parking admissions and providing information on programs and building admission.
- Demonstrated strong communication skills, both verbal and written, to explain products, provide information to visitors, and handle customer complaints with tact and diplomacy
- Utilized analytical skills to assess visitor inquiries and situations, providing appropriate information and assistance to enhance visitor experience
- Collaborated with team members to solve customer service issues and prioritize activities based on varying visitor traffic patterns
- Effectively utilized problem-solving skills to troubleshoot technical issues related to ticketing systems and POS software, recommending changes and solutions when necessary

Front of House Certified Trainer / Customer Service Crew   Nov 2016 – June 2023
Chipotle Mexican Grill, Toronto, ON
- Responsible for organizing receipts and preparing deposits, as member of leadership team
- Cross train new and current employees while ensuring tasks are completed up to standards
- Process large volumes of food and beverage orders with accuracy and efficiency
- Ensure front-of-house tasks are completed on time and adherence to safety standards/protocols
- Provide leadership to employers, ensuring effective and efficient performance and positive morale
- Respond to and resolve escalated customer service issues with professionalism
- Execute high quality customer service at all times to support positive guest experience