

Kaitlyn Chao

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SUMMARY OF QUALIFICATIONS

- **Technical Skills:** Microsoft 365, Google Suite, Python, SQL, HTML, CSS, Javascript, Figma, Application Lifecycle Management (Micro Focus)
- Strong interpersonal skills like communication, adaptability, teamwork and a positive attitude developed through an agile hybrid work environment.
- Demonstrated initiative and an eagerness to learn by using online resources to self-teach HTML, Javascript, CSS and Figma.
- Worked independently on a 200-page report that was initially intended for a larger team. Throughout, I worked diligently with my seniors in order to achieve accurate data, resulting in minimal delays.

EDUCATION

Bachelor of Commerce, Business Technology Management Co-op Sept 2021 - Present
Ted Rogers School of Management, Toronto Metropolitan University

BOOTCAMPS

- **Power of Excel** | Ted Rogers Bootcamps Aug 2022
- **UX Design** | Ted Rogers Bootcamps Apr 2022

PROFESSIONAL EXPERIENCE

Digital R&D (Co-op) | Sanofi May 2023 - Dec 2023

- Managed user/system requirements, test cases, and anomalies in the Application Lifecycle Management software. (ALM)
- Worked closely with the internal teams, troubleshooting anomalies to prevent more setbacks.
- Documented more than 120+ anomalies, resulting in a smoother workflow with minimal delays
- Led the creation of many critical documents for the project, such as a 200-page report documenting requirements, testing and anomalies, resulting in the project being able to move to the next phase.

Barista | Benkei Hime May 2022 - May 2023

- Producing high-quality drinks while managing a high-volume store with efficiency.
- Maintained quality service throughout the day to have frequent returning customers.

Tutor | SuperProf, Online Canadian Company May 2021 - Dec 2021

- Taught children Math and English by providing lessons and homework weekly.
- Parents saw improvement in their kid's grades and recommended me to other families.

EXTRACURRICULARS

Badminton Club | Toronto Metropolitan University Sept 2021 - Present

Trampoline Club | Toronto Metropolitan University May 2023 - Dec 2023

CalgaryHacks 2022 | Hackathon Feb 2022

- Created a website using Figma, HTML, Javascript, and CSS that is designed to help roommates stay on top of tasks, expenses and schedules, leading to a more organized lifestyle.