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| Decorative | | | | | Katialy ASHLEY METSANOU  3050 Pharmacy Avenue, Scarborough,ON | 226-224-6394 | kmetsanou@gmail.com  A Software engineering Technology – AI student in my 2nd year of college with strong knowledge of html, css , Java , Angular , react, node , mysql and Vue. Have experience in web application, software Designs and Java programming and C# | | |
| Experience | | | | | | | |
| MAY 2023-AUG 2023 |  | |  | BIlingual customer service Agent •ROGERS• During my shifts I,   * Manage 100+ daily customer calls both in French and English; provided the best experience to our customers. * Positively and joyfully manage welcome calls. * Be creative in recommending solutions for day-to-day challenges. * Promoted and recommended the latest TSC (Today’s Shopping Choice) products to customers. * Delivered fast, friendly, and knowledgeable service for routine questions and service complaints. | | | |
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| OCT 2020- SEP 2021 |  | |  | CALL CENTER AGENT •ARISE/ACME AGENCY Utilized my passion for customer service in a role involving inbound and outbound calls for partnered clients. Addressed inquiries, resolved complaints, and ensured high customer satisfaction. Proficiently documented interactions in CRM, adhered to protocols, and met performance metrics. Adapted to technology while maintaining a professional demeanor. | | | |
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| Education | | | | | | | |
| JANUARY 2023-PRESENT |  | |  | Software Engineering Technology Advanced Diploma Still in progress. | | | |
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| AUG 2022 |  | |  | High School Diploma. Canadian College of Cameroon | | | |
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| Skills | | | | | |  | PROJECTS |
| * Strong knowledge of C#, HTML, CSS, UI/UX, SQL, and JavaScript, C++, C, Java, React, Angular, Vue.js * Comfortable in a fast-paced environment * Problem solving skills. * Committed in delivering great customer service. * Very fluent in both English and French * Proficient with Microsoft word, excel, Outlook and PowerPoint. * Open to feedback and coaching * Calm and polite when working under pressure. | | | | | |  | App for blind People (Software Development Group Project)  Developed and design a software for blind people.  Collaborated with a team to implement and discuss the functionalities of the software. The software is a groundbreaking accessibility solution for blind individuals, aiming to enhance independence through features like a robust screen reader, voice control, Braille support, and customizable settings. Compatible with various platforms and hardware interfaces, the software integrates seamlessly, emphasizing inclusivity and empowerment. Functionalities include service requests, navigation assistance, text-to-speech conversion, and document.  scanning. Nonfunctional aspects encompass warning alerts, multilingual support, and robust security measures. The software's overarching goal is to address the unique challenges faced by blind users, offering a comprehensive and user-friendly experience.  Super Market Website (HTML, CSS, and JavaScript)  Designed and built a visually appealing and responsive website for a church using HTML and CSS.  Ensured the website's functionality and user-friendly navigation.  Showcased creativity and proficiency in web development.  Taskify - A Task Management Application  Designed an app, Taskify, for seamless and visually engaging task management. Features include a user-friendly dashboard, effortless task creation, organized task lists, detailed views, collaboration options, and calendar integration. The design emphasizes a clean color scheme, clear typography, and intuitive navigation. Developed with HTML, CSS, JavaScript (Vue.js), Node.js, Express, and MongoDB, Taskify offers a comprehensive and accessible solution for efficient daily task management. |