

# Leto Koker

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## EXPERIENCE

### **Markham African Caribbean Canadian Association,** **Markham — *Digital Literacy Instructor***

MARCH 2019 - AUGUST 2019

- Designed programs tailored to student level
- Supported Seniors to navigate unfamiliar technology
- Designed fliers to support outreach efforts
- Collected and managed participant data for evaluation
- Provided clear and attentive instruction on the following topics:
  - Typing and basic keyboard functions
  - Literacy in Gmail, Google Docs, and Google Slides
  - Usage of Microsoft Word at a basic level
- Provided IT support for the association

### **Walmart Canada, Stouffville — *Customer Fulfillment Associate***

JUNE 2018 - PRESENT

- Corresponded with customers regarding problems and solutions
- Ensured quality of groceries for online orders
- Increased delivery efficiency through stacking and organizing food totes
- Communicated knowledge of inventory for customers
- Provided solutions for unforeseen problems within the workplace

## EDUCATION

### **Heritage Skills Development Centre, Scarborough — *Certificate***

JULY 2023 - SEPTEMBER 2023

Frontend Web Development

SEPTEMBER 2023 - NOVEMBER 2023

Backend Web Development

### **Diverse Tech Talent Program, Ontario — *Certificate***

JANUARY 2024 - APRIL 2024

HTML, CSS, and JavaScript

## SKILLS

Microsoft Office – 10+ years

Musician – 10+ years

Can repeat tasks for the purpose of mastery

Web Development – 8 years

HTML

CSS

Javascript

Linux – 1 year

Retail Sales – 5 year

Teaching – 1 year

Time Management

Customer service

Creative problem solving

Wordpress

## AWARDS

Vocal Section Leadership

Award June 2015 & 2017.

Awarded for playing a leadership role in the Tenor section

## LANGUAGES

English