

# ELIZABETH ANTONY

Phone: (647) 513-7590

Email: [elizabethantonykoorans@gmail.com](mailto:elizabethantonykoorans@gmail.com)

LinkedIn: [\(22\) Elizabeth Antony | LinkedIn](#)

GitHub: [Liz-Antony \(github.com\)](https://github.com/Liz-Antony)

Portfolio: [Personal Portfolio Website \(liz-antony.github.io\)](https://liz-antony.github.io)

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Seeking an opportunity to utilize my strong interpersonal skills, persuasive communication abilities, and in-depth product knowledge to contribute to the success of a dynamic organization. Committed to building strong relationships with customers, identifying their needs, and providing tailored solutions.

## WORK EXPERIENCE

### IT Technical support Agent / Mind hack Innovations

- Handled incoming customer telephone calls and e-mails related to service requests or inquiries.
- Used check lists to ensure a consistent result for routine and common tasks.
- Performed tech support fixes at the desktop level, including installing and upgrading software, installing hardware, implementing file backups, and configuring systems and application.
- Gathered customer information to troubleshoot their problem and requests.
- Interacted with customers to troubleshoot and resolve inquiries pertaining to the Point of Sale software and solutions to solve their requirements.
- Responded customers by phone and email to provide feedback as to the status of their issues.
- Worked with customers to collect data regarding their issues such as debug logs, receipt journals and any other relevant information.

- Applied problem-solving skills to identify and resolve issues.

## **CORE STRENGTHS**

- Strong analytical and excellent communication skills, both verbal and written.
- Strong interpersonal skills with adaptability and the ability to take initiative, be a team player, a good listener and prioritize work.
- Focused, Supportive and Self-Driven
- Love Coding and good challenge
- Successfully managed multiple tasks simultaneously by prioritizing them based on urgency and importance, effectively allocating time and resources to meet deadlines and achieve goals.
- Utilized efficient time management techniques to plan and schedule tasks, optimize productivity, and meet deadlines consistently.
- Adapted quickly to changing environments and tasks, demonstrating flexibility and resilience in handling unexpected challenges, and maintaining a positive attitude.
- Proficiency in typing and data entry to document customer interactions

## **TECHNICAL SKILLS**

- HTML
- CSS
- JavaScript
- Angular
- Bootstrap
- Java

- C#
- SQL
- MongoDB PHP
- Python
- C
- Node JS
- React JS
- TypeScript

## EDUCATION

December 2022

Ontario College diploma in computer programming

Sheridan College, Oakville, ON

## PROJECTS

### Calculator

This Java program uses Swing components to construct a simple calculator. It produces a window with buttons for entering numbers, operators, and calculations as well as a label to show the input and output. [Java\\_Calculator\\_Project/README.md at master · LizAntony/Java\\_Calculator\\_Project \(github.com\)](#)

### Product Catalog Management

This is a Spring Boot Framework-based Java EE web application. An H2 database and the MVC design pattern are employed. Spring Web, Thymeleaf, and Spring Data JDBC are used as dependencies. [Shopping-Cart-Project/README.md at master · Liz-Antony/Shopping-CartProject \(github.com\)](#)

## **FeedBack-Survey**

Here, Http Session is used to implement a feedback survey.[Feedback-Survey/README.md at master · Liz-Antony/Feedback-Survey \(github.com\)](#)

## **Calculator**

Basic mathematical operations including addition, subtraction, multiplication, and division can be carried out using this calculator. HTML, CSS, and JavaScript will be used in the calculator's design.[Calculator \(liz-antony.github.io\)](#)

## **Employee Management**

This is a console app using C# and Net. LINQ is used to query, insert, update, and delete your collections.[EmployeeManagement/README.md at master · Liz-Antony/EmployeeManagement \(github.com\)](#)

## **Shopping List**

The Angular CLI ShoppingList project is a web application that allows users to create and manage their shopping lists.[AngularShoppingList/README.md at master · LizAntony/AngularShoppingList \(github.com\)](#)

## **Inventory**

This program implements a simple inventory management system using a linked list data structure. The user can insert new parts into the inventory, search for parts by part number, update the quantity on hand of a part, and display the entire inventory.[Inventory-inC/README.md at master · Liz-Antony/Inventory-in-C \(github.com\)](#)