

Nadia Juooste

Curriculum Vitae

Email: nadia.naomi.j@hotmail.com Github: <https://github.com/NadiaJaay>

SKILLS

- Java, JSP, HTML, CSS
- Ability to work in high pressured situations
- Detail-orientated
- Excellent Problem-Solving Skills
- Great interpersonal and communication skills

PROFESSIONAL PRACTICE EXPERIENCE

Team Lead – Admin

Promoted in February 2024 - Present

Chicago Title Insurance Company

- Provide functional, regression, and usability testing for the company's web applications
- Provide technical assistance with internal software's to internal and external sources.
- Attend bi-weekly meetings to review software changes, provide feedback and discuss technical issues within our software.
- Facilitate regular individual and team meetings to assess progress, address concerns, and foster a culture of continuous improvement and excellence.
- Act as a resource and mentor for team members, offering guidance, resolving challenges, and providing ongoing support to facilitate professional growth and development.

Client Service Representative/Administrative Support

March 2022 - February 2024

Chicago Title Insurance Company

- Provide functional, regression, and usability testing for the company's web applications
- Provide technical assistance with internal software's to internal and external sources.
- Attend bi-weekly meetings to review software changes, provide feedback and discuss technical issues within our software.
- Register lawyers and notaries into the company's internal systems.
- Maintain new and existing client relations, while providing exceptional customer service, including interacting with clients, answering client's inquiries, taking, and following up on title insurance orders and effectively handling client concerns
- Organize, develop, and maintain excel spreadsheets.

Administrative Assistant

August 2017 – October 2021

Bob Silva Auto Repairs

- Reviewed and verified vehicle warranty and service contract coverage.
- Scheduled appointments for service technicians
- Resolved customer complaints and made follow-up calls to ensure a positive experience.
- Managed automotive paperwork, including repair orders, invoices, and maintenance records

PROJECTS

Bookshelf Web Application (Collaborative Project – Java, Tomcat, MySQL)

- Collaborated with a team to develop an online library management system for browsing and reserving books.
- Designed and implemented a MySQL database to store and manage book, user, and reservation data.
- Developed backend functionality using Java and deployed the application on Apache Tomcat for seamless server-side operations.
- Contributed to the design of an intuitive user interface, enabling easy access for standard and administrative users.
- Worked closely with teammates to divide tasks, troubleshoot issues, and integrate components effectively.

PawPals Web Application (Collaborative Project – Java, Tomcat, MySQL)

- Worked as part of a team to create a dog-walking service platform for pet owners and walkers.
- Built the backend using Java and deployed it on Apache Tomcat, ensuring reliable server-side functionality.
- Collaboratively designed and managed a MySQL database to handle user profiles, walk requests, and live updates.
- Contributed to the development of a notification system to provide real-time updates to pet owners.
- Actively participated in team meetings, code reviews, and debugging sessions to ensure project success.

Pokémon Battle Simulator (Python, Tkinter, Pygame)

- Created a classic Pokémon battle simulator featuring randomized opponents and moves.
- Designed a graphical user interface (GUI) using Tkinter for intuitive user interaction and game controls.
- Utilized Pygame to integrate audio effects, enhancing the overall gaming experience.
- Implemented game mechanics such as turn-based combat, randomized move selection, and a detailed battle summary.
- Focused on creating a nostalgic and engaging experience for users through thoughtful design and interactivity.

EDUCATION

Computer Programming Diploma
Algonquin College

Sept 2023 – Dec 2024

Child and Youth Care Advanced Diploma
Sheridan College of Technology and Advanced Learning

Sept 2017 - April 2021

SUMMARY OF CERTIFICATIONS AND TRAINING

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| • Java Programming I MOOC Certificate | September 2023 |
| • Technical Support Fundamentals Certificate | October 2021 |

References Available Upon Request