

Professional Summary

Highly experienced individual with a strong technical background and eagerness to learn. Well versed in providing solutions to ever changing dynamic issues by identifying the root cause, understanding, replicating, and resolving complicated technical issues. Versatile in leveraging front-end/back-end skills into creating beautiful and efficient code.

Educational Background and skills

B.Sc. Environmental Science

August, 2019.

Faculty of Environmental Science, University of Manitoba, Winnipeg.

Languages and Technologies:

HTML, CSS, Bootstrap, JavaScript, Node.js & Express, API'S, GIT, jQuery, SQL, Jira, etc.

Projects

Crypto Currency App (Personal Project)

- Developed a JavaScript Web App hosted on Heroku using HTML, CSS, Bootstrap, JavaScript, DOM, Node.js, GIT, Coingecko API, Embedded JavaScript templates, Async functions, etc. to develop a platform to give users fundamental analysis on the crypto currency market.

Newsletter Signup (Personal Project)

- Developed a JavaScript Web App which is hosted on Heroku using HTML, CSS, Bootstrap, Mailchimp API, Node.js, with the intention to gather user information as a means of storing it for future marketing opportunities.

Drum Kit

- A front facing website designed to produce a digital concept of a drum set. This project helped practice the use of the DOM, set time out functions, playing sounds with JavaScript, operators, etc.

Work Experiences

Technical Support Specialist

Allocadia

April 2022 – Present

Vancouver, British Columbia

- Prioritized issues based on their severities, drove root cause analysis, and ensured corrective actions were taken within the Support and Product teams.
- Created metrics, attributes, and formulas to aggregate data to be used for developing client reports, dashboards, etc.
- Ran scripts and prompts via the command line to sync data across companywide products that allows clients verify accuracy of data.
- Delivered high-quality solutions for a wide variety of service requests involving feature enablement and enhancements to existing customer setups, managed separately from (& efficiently alongside) support ticket queue.
- Assisted clients in embedding SaaS in a third-party software by helping setup API keys and instructions to allow for cross compatibility.
- Analyzed reports and reports to improve customer experience from a support perspective alongside the product team.
- Used import expression rule framework language to setup and maintain complex mapping rules for software inputs, with the use of comparison operators, input variables, databases, etc.
- Utilized Multi-Dimensional Analytical Query Language (version of SQL) to define metrics and aggregations of underlying complex data which is then used for data reporting.

Customer Service Representative

Canada Life Assurance Company

August 2021 – April 2022

Winnipeg, Manitoba

- Maintained relationships with plan administrators and clients for group benefit claims, inquires, general plan info and processing to serve as a liaison to Canada Life.
- Processed withdrawals, tax receipts and activity reports for members from their tax sheltered and personal plans.
- Generated disclosure packages detailing options members have access to for their group registered savings plans held with Canada Life.

- Produced tax receipts and T4s to assist members accurately document contributions and withdrawals from their savings plans.

Technical Support Specialist / Quality Assurance Analyst

June 2020 – August 2021

Apple

Winnipeg, Manitoba.

- Provided first-line technical support to customers experiencing numerous difficulties with hardware (smartphones, smartwatches, laptops, etc) and software issues via phone, chat, and email.
- Researched, tracked, and logged tickets for emerging issues customers were experiencing due to software and hardware updates of devices.
- Effectively tailored communication styles to different audiences by using verbal and non-verbal cues to analyse their skill and knowledge level of products.
- Provided information to the customer and placed appropriate notes in system indicating specific hardware or software diagnosis, for example troubleshooting to identify device issues.
- Served as liaison to developers by providing weekly feedbacks on newly deployed operating systems to aid continual improvement of products and service experience.
- Trained newer employees on data handling, privacy guidelines and phishing handling procedures.
- Completed quality assurance and coaching session reports on a weekly basis on number of assessments completed.
- Provided reports on strategies to improve customer retention using a host of Microsoft Office programs with data from collected from customer ratings and feedbacks.