

Gabriel Hernandez

Ottawa, ON | 613-914-7924 | gabhernandez@hotmail.ca

Computer Programmer | Cybersecurity Enthusiast

Professional Summary

Motivated and adaptable Computer Programming student with a passion for cybersecurity and software development. Proficient in secure coding practices, data analysis, and working with tools like Kali Linux, Java, and SQL. Demonstrated ability to excel in fast-paced environments and contribute to the integrity and security of data systems.

Technical Skills

- Languages & Tools: Java, SQL, JavaScript, HTML, CSS, VS Code, NetBeans, Git
- Databases: Oracle, MySQL
- Cybersecurity Tools: Kali Linux, command-line utilities
- Concepts: Secure coding, data privacy, file system security, debugging & testing
- Operating Systems: Windows, Linux

Experience

Cash Lead

Under Armour | 2022 - Present

- Supervise front-end operations, ensuring smooth and efficient customer transactions.
- Train and mentor new cashiers to uphold service standards and accuracy.
- Handle complex customer issues and ensure high satisfaction.
- Assist management with daily cash reports and operational planning.

Human Resource Data Analyst

Canada Post | 2022 - 2024

- Built and maintained advanced HR reports using SAP HR to support strategic decisions.
- Conducted audits to ensure data privacy and system integrity.
- Supported HR system upgrades and served as a liaison for change control processes.
- Trained HR staff and improved their proficiency in data tools and privacy compliance.

Banking Advisor

Royal Bank of Canada (RBC) | 2017 - 2020

- Reviewed KYC documentation and collaborated with compliance teams to ensure regulatory adherence.
- Used Salesforce for client outreach and pipeline tracking.
- Coached peers on handling complex financing files and improved service delivery outcomes.

In-Call Sales Representative

Millennium 1 Solutions | 2015 - 2017

- Handled high-volume inbound calls and sold Account Balance Protection (ABP) products.
- Consistently exceeded sales targets while maintaining accurate customer records.

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Sales Representative

Worldlynx Wireless (Bell) | 2013 - 2015

- Sold mobile plans, devices, and services, regularly surpassing sales goals.
- Promoted Bell's loyalty program and enhanced customer satisfaction through solution-oriented service.

Education

Humber College - Ottawa, ON

Computer Programming Diploma | GPA: 3.88

Relevant Courses: Advanced Front-End Programming, Database Programming, Numeric Computing, OOP

Algonquin College - Ottawa, ON

Business Diploma

Specialized in Accounting, Human Resources, and Project Management

Languages

- English - Fluent
- French - Fluent

Soft Skills

- Excellent communication and interpersonal abilities
- Team leadership and coordination of technical tasks
- Analytical thinking and problem-solving

References

- Stephan Redhead, HR Officer, Canada Post - 613.884.5568
- Catherine Renaud, VP HR, Canada Post - 613.899.7815
- Maahin Munjal, Manager, Under Armour - 647.938.4915