

Ryan Marcotte-Chaves

Software Engineer

Personal Details

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Technical Skills

HTML5	Bootstrap
CSS3	REST
C	MySQL
Java	jQuery
JavaScript	Git
ReactJS	Linux
NodeJS	MongoDB
JSON	Cognos
Python	Excel VBA
Black Box Testing	VOIP

Soft Skills

Problem Solving	Presentation
Communication	Teamwork
Traveling	Adaptability
Time Management	

Experience

June 2016 -

December 2019

ESL Teacher

Gloria English School - Taoyuan, Taiwan

- ❖ Awarded Teacher of the Year 2017
- ❖ Designed and taught workshops for training new teachers
- ❖ Represented the company through demonstrations and parent teacher meetings
- ❖ Taught students aged 5 to 18 years old in English as a second language

January 2015 -

September 2015

Software QA Analyst

Unitron Hearing - Kitchener, Ontario

- ❖ Black box testing on hearing aid software and hardware
- ❖ Communicated with QA team and Developers detailing software issues
- ❖ Created full test case documentation for bugs found in software

May 2014 -

August 2014

Program Management Associate

Infrastructure Ontario - Toronto, Ontario

- ★ Used VBA to create a project time allocation system
- ★ Improved efficiency of team by making documentation more interactive using advanced Adobe features

September 2013 -

December 2013

Business Intelligence Analyst

IBM Cognos - Ottawa, Ontario

- ❖ Troubleshooted and investigated issues that clients faced with Cognos Analytics
- ❖ Created documentation and test cases detailing defects with software

May 2013 -

August 2013

Help Desk Technician

Guelph Police Services - Guelph, Ontario

- ❖ Assisted coworkers with technical issues faced
- ❖ Deployed and maintained workstations and servers
- ❖ Deployed and maintained VOIP phones

Education

April 2016

B. Comp. Computer Science

University of Guelph

- ❖ 2016 Honour Roll Student
- ❖ Minor Economics

Other Experience

April 2016 -

February 2020

Long Term International Travel

- ❖ Widely travelled to many Asian countries
- ❖ Exposed to situations where negotiation skills were needed
- ❖ Learned great communication skills in places where English was not the first language