

# SHAH BANO

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## OBJECTIVE

To gain insight into the IT industry whilst providing my skills to enhance your workplace

## EXPERIENCE

### **Mandarin - Hostess**

139 Airport Blvd | Oshawa, Ontario

February 2023 - Present

- Welcoming patrons and escorting them to their designated table aided by a familiarity with the layout of the buffet and rooms.
- Informing guests about on-going promotional dishes
- Booking reservations
- Stepping in to answer incoming phone calls during periods of high demand
- Operating the cotton candy machine to enhance customer experience
- Maintain cleanliness of the cotton candy machine area and the front
- Answering customers questions regarding restaurants policies
- Handing out delivery orders to food ordering apps

### **Mcdonald's – Crew Member**

14500 Simcoe St.| Port perry, Ontario

August 2023 – January 2024

- Facilitating order processing at the point of sales system for drive through and dine in transactions
- Preparing beverages proficiently
- Executing payment transactions
- Responsible for efficient packaging and handing out orders to customers.
- Resolving customer concerns and complaints when arisen
- Ensure cleanliness of workstations and dining room is up to code
- Stocking and organizing merchandise

## EDUCATION

### **Computer programming and analysis diploma**

Durham College | Oshawa, Ontario

Expected graduation date July 2024

- Overall GPA of 4.47 out of 5.0
- Courses for this program included object oriented programming (Python, java, C#), web development (HTML,CSS,PHP), systems development, business for IT, software testing and automation, Database development(PostgreSQL), mainframe development (COBOL), cloud technology (AWS)

## SKILLS

### Software

- Familiar with uploading web servers by using Apache and FileZilla
- Creating web pages using HTML, CSS and PHP
- Storing and creating secure databases using PostgreSQL for web servers
- Using python, java and C#
- Currently learning mainframe development through COBOL

### Additional

- Extremely adaptable with technology updates and work flow changes
- Effectively able to communicate with project developers and team members
- Able to analyze situations with thorough details
- Able to lead and also follow when necessary
- Collaborative
- Able to provide and receive constructive feedback
- Providing different perspectives to different issues
- Have high comprehension skills, earning an IELTS score of 7.5 out of 9

## VOLUNTEER EXPERIENCE

### IT EXPO 2023

Durham College | Oshawa, Ontario

April 5<sup>th</sup>, 2023

- Checked in all groups and guided them to their booths
- Directing visitors to booths that align with their IT interests