

Shannon Juliette

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Objective

Being an ambitious and goal-oriented person, I pride myself in my hardworking attitude. I am a highly motivated person and a fast learner. I have been exposed to multiple cultures and can safely say that my teamwork skills are excellent. I am also able to take the lead when necessary. My goal is to become part of the software engineering community and use the skills acquired through my diverse endeavours to contribute to embedded systems engineering projects.

Education

BACHELOR OF APPLIED INFORMATION TECHNOLOGY (MAJORING IN SOFTWARE ENGINEERING)

2019-Ongoing | Waikato Institute of Technology

- Year 1 Papers: Business Analysis and Design, Professional Practice, Fundamentals of Programming and Problem Solving, IT Operations, Technical Support, Intro to Databases, Intro to Networks, Operating Systems and Systems Support.
- Year 2 Papers: Object-Oriented Programming, Database and Data Modeling, Web Development and Mathematics, Data Structures and Algorithms, Application Development, Business Communication and Mathematics for Programming.
- Year 3 Papers (Ongoing): Principles of Software Testing, Game Development, Mobile App Development and Cyber Security.

CompTIA Certified | Valid until February 2022

- Network+
- Security+

CAMBRIDGE A LEVEL CERTIFICATE | FEB 2018 | LORETO COLLEGE QUATRE BORNES

- A Level Subjects: Mathematics (9709), Economics (9708), Computer Science (9608)
- AS Level Subjects: General Paper (8021), French Language (8682)

CAMBRIDGE O LEVEL CERTIFICATE | FEB 2016 | LORETO COLLEGE QUATRE BORNES

- Subjects: Mathematics, French Language, English Language, English Literature, Economics, Additional Mathematics, Physics and Computer Science

Technical Skills

- Python, C#, and Java are the coding languages I am the most comfortable with
- Developed a 2D and a 3D game using the Godot Engine.
- Proficient in shell scripting and operating systems – skills gained academically and professionally
- Familiar with UX prototyping using tools like Adobe XD and Marvel
- Ability to troubleshoot hardware, software, and network issues from working as a Service Desk Agent at Wintec ITS
- MySQL, PHP, HTML, CSS, and JavaScript used mainly for web development

Soft Skills

- Good communication skills gained from engaging with customers on a daily basis
- Patient and meticulous
- Positive attitude and enthusiastic
- Team player and helpful

Experience

SERVICE DESK AGENT | WINTEC ITS | OCTOBER 2020 – ONGOING

My role as a service desk agent consists of troubleshooting issues that students and staff members face with Wintec facilities. We use Zendesk as a ticketing system and aim to troubleshoot issues as in a timely manner. I have experience resolving issues on campus and remotely. This role broadened my troubleshooting skills, and my interest in hardware and operating systems. It also helped better my self-management skills.

FRONT OF HOUSE | BANH MI CAPHE | OCTOBER 2020 – ONGOING

Being an energetic person, I find this role highly satisfying as the work environment is fast paced. My role as front of house staff is to take customers' orders, run the food and drinks and handle the EFTPOS system. This role allowed me to fine-tune my time management and customer service skills.

DELI ASSISTANT | PAKN'SAVE | NOVEMBER 2019 – MARCH 2020

This role allowed me to learn about workplace and food health and safety. The fast-paced environment was challenging at first but eventually helped me improve my ability to multitask. It was highly enjoyable to be able to serve a wide variety of customers.

WAIT STAFF | AGENDA RESTAURANT | OCTOBER 2019 – NOVEMBER 2019

Through this role I gained valuable knowledge about the hospitality industry in New Zealand and fostered my customer service skills.

CUSTOMER ONBOARDING OPERATIONS CLERK | MAURITIUS COMMERCIAL BANK | JANUARY 2019 – MAY 2019

My contractual role as a clerk in this department, consisted of updating the companies' records held in our system, working jointly with the Retail Banking and Corporate Banking departments. I was working on the Amendments team, where changes made to the companies' records were checked against a list of KYCs and approved by the supervisor.

Working in a high-pressure environment with no tolerance for backlog, helped me to better my ability to work tight deadlines.

SALES ASSISTANT | MAURITIUS TELECOM | JULY 2018 – AUGUST 2018

My first contractual job involved selling mobiles phones, routers, and mobile data packages. I was also responsible for the GDFA queuing system that the organisation used to register customers for walk-in consultations. Being the first point of contact with clients, allowed me to improve my communication skills. I also had the chance to boost my troubleshooting skills by helping customers solve their issues when we were short-staffed.

Achievements

- Student Representative (2020-Ongoing)
- Peer Tutor for level 5 and 6 IT papers. (2020-Ongoing)
- Volunteer at the Refugee Orientation Centre (Frankton) as a Database Administration assistant (Oct 2019 – Feb 2020)
- French Tutor (March 2020 – March 2021)
- Fluent in English, French and Mauritian Creole

Interests

I enjoy hikes and walks, the best way for me to unwind. I am passionate about programming and problem-solving, I thoroughly enjoy learning and I feel my best when working on a project. I consider myself to be a programming enthusiast and I hope that my career will allow me to be involved in that sector.

Referees

PROFESSIONAL

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ACADEMIC

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Additional referees available upon request