

SHIANNE LEE

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OBJECTIVE

An entry level position in the field of software development where I can apply my technical and business skills to an organization.

PROFILE

- Works well with others as well as independently
- Honest, trustworthy, and helpful
- Organized, reliable, and responsible individual
- Strong customer service skills
- Attentive to details and ability to multitask

TECHNICAL SKILLS

Operating System	Windows XP/Vista/7/8/10, IBM i, Linux, Unix
Programming Languages	C, C++, C#, SQL, RPG, CL, COBOL, HTML/HTML5, CSS/CSS3, PHP, JAVA, ASP.NET, JavaScript, XML, JSON
Database Technology	Oracle, DB2, SQL/MySQL
Development Tools	Microsoft Office, Eclipse, SSH Secure Shell, Visual Studio, Putty, Fiddler, MySQL Workbench, Git, GitHub, Rational Rose, Android Studio, Code::Blocks, JIRA, Confluence

EDUCATION

Bachelor of Information Technology, Software Development <i>Seneca College, Toronto</i>	2013 – 2017 [expected]
Computer Programmer Diploma <i>Seneca College, Toronto</i>	2010 – 2012
Bachelor of Applied Business, Financial Services <i>George Brown College, Toronto</i> <ul style="list-style-type: none">• Successfully completed 1 year	2009 – 2010

ACADEMIC PROJECTS

Hello Healthy!

Environment: Android Studio, Java, XML

- Helps user keep track of weight, diet and goals
- Included sliding navigation menu and splash screen

Student Relationship Management System

Environment: C#, ASP.NET

- Created multiple forms based on College requirements
- Checked for consistency throughout the pages
- Helped create project documentation
- Helped create application architecture, user interface, and system interface
- Helped create ERD to show system's architecture

ACADEMIC PROJECTS (cont'd)

Graded Work Due Date Monitor

Environment: C#, ASP.NET

- Designed a way for students to view due dates for different assignments/labs
- Allows professors to add assignments/labs with details
- Created multiple forms based on assignment requirements
- Checked for consistency throughout the pages
- Created project documentation
- Created application architecture, user interface, and system interface

ISBN Processor

Environment: C++

- Designed as part of a Bookstore Order Processor assignment
- Processed valid ISBNs
- Checked if ISBN is registered or unregistered

Binary Converter

Environment: Java

- Created a basic GUI application from scratch
- Converts binary numbers to decimal, octal, or hexadecimal

EXPERIENCE

Cashier / Customer Service Representative

2008 – Present

Canadian Tire, Thornhill

- Handle and balance money
- Help consumers find items
- Processes returns/exchanges, new credit card applications, and online orders
- Resolve customer complaints and complex cash register issues
- Organize shelves to the store's standard, maintain clean work area
- Answer questions via phone or in person
- Train many new employees for cash and customer service positions

Quality Assurance Technician

Sept 2015 – July 2016

Secret Location, Toronto

- Perform software tests to ensure quality of projects
- Review project requirements and documentation
- Create and execute test cases
- Manual testing across multiple browsers and mobile devices
- Report defects and work with developers to confirm they are fixed

INTERESTS

Music, dancing, watching comedies, volleyball