SHIANNE LEE

Thornhill, Ontario

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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** 2013 – 2017 [expected]

*Seneca College, Toronto*

**Computer Programmer Diploma** 2010 – 2012

*Seneca College, Toronto*

**Bachelor of Applied Business, Financial Services** 2009 – 2010

*George Brown College, Toronto*

* Successfully completed 1 year

**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

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**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 and processes returns/exchanges
  + 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** Sept2015 – 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

***References Available Upon Request***