

## Technical Skills

**Languages:** Python, C#, C, C++ and SQL

**Developer Tools:** Visual Studio, Visual Studio Code, Git, Oracle SQL Developer and Unity

**Other:** Microsoft Office and Arduino

## Education

**Bachelor of Science in Software Engineering**

**2021 – 2026**

University of Calgary

**GPA:** 3.8/4.0

**Awards:** Academic Dean's List (2021/2022) and Jason Lang Scholarship

**Relevant Coursework:** C++, Python, C, Git, Machine Learning, SQL, Databases and Digital Circuits

## Relevant Work Experience

**Student IT Support Analyst**

**May 2022 - August 2022**

The City of Calgary

**Calgary, AB**

- Collaborated and communicated with members of application support teams to productively complete team projects and tasks
- Managed 20+ requests and incidents a day using remedy ticketing system to resolve technology related water services issues
- Synthesized informational reports utilizing SAP WEBI based on client requests
- Eagerly took on unfamiliar tasks and expeditiously learned skills required to deal with tasks
- Settled database related requests using SQL with Oracle databases to update and retrieve data
- Remotely accessed client's machines providing clear and coherent instructions to explain complex processes and resolve issues quickly

**Data Analyst**

**July 2020 - August 2020**

PANN (Pipeline + Artificial Neural Networks)

**Calgary, AB**

- Completed quality control of data provided by targets that tracked movement of pipelines
- Generated reports using Excel to predict and model future datasets and provide actionable insights
- Collaborated with other students to create detailed presentations that effectively provided a summary of pipeline data

## Projects

**Time-Triggered Controlled Door | *Arduino and C++***

**December 2022**

- Created door for chicken coup that operated based set time
- Controlled behavior and interaction of system components using C++
- Designed and implemented system using comprehensive knowledge of Arduino kit components

**Gaming Platformer | *Unity and C#***

**December 2022**

- Constructed game environment and game physics for a 2D platformer using Unity game engine
- Developed C# scripts to implement logic and behavior of characters and other game objects
- Troubleshooted and fixed game bugs quickly and effectively

## Arts Museum Database Application | *Python, SQL and Git*

**December 2022**

- Created relational model for an arts museum database from instructor provided requirements
- Generated SQL script to initialize and populate database based upon provided data and relational model of database
- Crafted terminal-based application using Python that interfaced with museum database and allowed for data entry, maintenance and retrieval
- Worked with 3 project members to construct separate functionality of application and utilized Git for version control and assembly of application

## Cailou's Quest | *Python and Git*

**March 2022**

- Collaborated in a team of 4 to create an educational coding program for Hack Your Learning Hackathon 2022 using Python and Git
- Generated interactive side-scroller game using Python framework Pygame that was later implemented with GUI
- Utilized Git for version control and distribution of source code to judges and team members

## Additional Experience

### Materials and Manufacturing Member

**October 2021 - August 2022**

Schulich Aerodesign

**Calgary, AB**

- Contributed to team meetings and provided strong ideas that resolved and advanced discussions
- Produced reports with other members to summarize and justify various design choices that can be made
- Presented reports to achieve agreement and resolve disagreements amongst members to finalize components of a remote-controlled aircraft

### Customer Service Representative

**July 2019 - August 2021**

Famous Wok

**Calgary, AB**

- Provided efficient customer service for 400+ customers during fast-paced operations
- Maintained a professional and cohesive work environment with customers and coworkers