

Tommy Zhou

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647-674-6678

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SOFTWARE DEVELOPER

SOLID PROBLEM SOLVER

| QUICK LEARNER

| CONSUMER FOCUS

SUMMARY OF QUALIFICATIONS

- Current enrolled in the Software Engineering Technology Advanced Diploma program at Centennial
- Familiar with QA, C#, Java, Python, Oracle, MS-SQL Server, Unix/Linux, HTML/XML, and JavaScript
- Excellent problem solver with strong analytical skills used to troubleshoot issues
- Multilingual in English and Chinese Mandarin; uses strong communication skills to support clients and relay technical solutions to coworkers

EDUCATION

Software Engineering Technology Co-op Diploma

Centennial College, Toronto, ON

Sept. 2022 - Present

Expected graduation April 2025

- *Currently maintaining a GPA of 4.2/4.5*

Relevant Courses:

Programming I, II

Client-Side Web Development

Unix/Linux Operating Systems

Web Interface Design

Software Systems Design

Advanced Database Concepts

Bachelor of Engineering, Major in Mechanical Engineering

York University, Toronto, ON

Graduated 2022

EXPERIENCE

Barista

10/2020 – 12/2022

The Alley, Thornhill, Ontario

- Promptly handled an average of 80 customer inquiries and complaints per day with a high customer satisfaction rate
- Utilized customer resolution skills to ensure customers remain happy with their orders
- Presented alternative options and choices that may better suit customer's preference
- Managed inventory by establishing and adjusting ordering parameters, accurate forecasting, and monitoring waste

Thermal Scanner

01/2022 – 04/2022

Ford Motor Company, Oakville, Ontario

- Ensured that all safety procedures and rules were followed by Ford employees and visitors.
- Provided COVID-19 FAQs and educational material to visitors when needed
- Maintained focus and composure in a fast-paced, demanding atmosphere
- Fielded customer questions and concerns to resolve questions at first contact
- Guided and referred customers to other associates within the organization to provide further specialized assistance