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EDUCATION

- University of Ontario Institute of Technology   **2010 - 2015**
  B.Sc., Computer Science Co-Operative Education

WORK EXPERIENCE

Microsoft – Student Partner   **September 2014 – Present**

- Run events demonstrating Microsoft's latest development software.
- Promote Microsoft student opportunities on campus, DreamSpark, ImagineCup.

Geek Squad – Counter Intelligence Agent   **July 2014 – April 2015**

- Assist customers within the Precinct's Standard Operating Platform (SOP)
- Provide initial contact with clients and check in products for service
- Perform computer repairs and tuneups.
- Facilitate in-store sales, upgrades, installations and service

RBC – Junior IT Service Management Analyst – Co-Op   **January 2013 – December 2013**

- Effectively communicate with clients for efficient problem resolution.
- Created METRICS for our team based on our tickets.
- Created a METRICS tool in ASP.NET and C# to make it easier to generate reports.
- Updated frequently asked Questions and Knowledge bases for client and employee reference.
- Created new processes to reduce steps in service requests.
- Test new automated tools that will be released to our clients.
- Presented new ideas and processes to team leaders.

RBC – Leo Alpha Mentor   **January 2013 – August 2013**

- Organize events for current Co-Op students at RBC.
- Communicate events and opportunities to students at RBC.
- Answer questions and guides students at RBC.

RBC – Student Partner   **September 2012 – December 2012**

- Communicate events and opportunities about UOIT to RBC.
- Run events on campus to promote student opportunities at RBC.

RBC – Technical Service Analyst – Co-Op   **May 2012 – August 2012**

- Provide timely, efficient processing of client requests while maintaining the security of the network.
- Follow established administrative processes, to meet the requirements of customers.
- Communicate new processes and procedures to customers, to ensure maximum quality service.
- Identify problems and follow up with team leaders, to ensure quick resolution.

Metro – Deli Clerk   **May 2011 – May 2013**

- Focus on great customer service.
- Works effectively as a team member.

Harvey's – Team-Leader   **2007 – 2011**

- Self-motivated and able to multi task.
- Provides team leadership and coaching to teammates and training of new employees.

COMPETITIONS

- RBC Next Great Innovator Challenge Champion 2013
- Microsoft Surface Classroom Design Challenge Winner
- Participated in the ACM-ICPC 2011 programming contest on the UOIT team.

TECHNICAL SKILLS

- Using Linux operating systems.
- **Coding Experience with:**
  - C++
  - C#
  - Java
  - VB.NET
  - CSS3
  - HTML5
  - ASP.NET
  - XAML
  - JavaScript
  - Android
  - Windows Phone 8

INTERESTS AND PROJECTS

- **Hackathons**

  I have participated in many Hackathons over the past few years and would like to continue to participate in them.

- **Traveling**

  I enjoy travelling, over the past few years I have backpacked across Europe and travelled across Japan.

- **Technology**

  I am always keeping up to date with the latest technologies, I am very interested in where the field is going as it is constantly changing.

- **Undergraduate Thesis**

  I created a real time collaborative workspace which can be used in classroom to improve engagement during lectures.