

AARON AMOSO

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EDUCATION

Bow Valley College: *Software Development* | Calgary, AB Jan 2023 - Present

- **Relevant Coursework:** Web and Internet Fundamentals, Internet of Things, Math for the Computer Industry, and Introduction to Project Teams and Technical Communications for Software Development, User Design Experience

WORK EXPERIENCE

Guest Experience Centre (GEC) Educator, lululemon athletica July 2023 - Present

- Deliver outstanding guest experience through all channels (phone, live chat, email) independently
- Resolving to guess issues efficiently through empathy, connection, and understanding

Educator, lululemon athletica Sept 2022 - Jan 2023

- Educated guests in regard to the technology we used for our products
- Curated relative and different styles and presented them to guests which increased unit per transaction (UPT)
- Formed friendly interactions with guests and coworkers to have a comfortable and open space
- Surpassed our goal of 100% Mirror sales by contributing an additional 75% totaling \$3,980.00 CAD (175%)
- Resolved issues by giving excellent customer service through listening, understanding, and education

Founder & Chief Executive Officer, The Hidden Aroid Oct 2020 - Dec 2022

- Acquired a gross volume of \$23,000 within the first 6 months of the business
- Systemized over 350 units of inventory for the last two years
- Gained hundreds and converted 10% of shoppers to loyal customers
- Independently managed the health of the industry including, social media management, a content creator on its business Instagram, Facebook, and Pinterest
- Handled 300+ orders of shipping and delivery across Canada

HONORS & AWARDS

David and Leslie Bissett Scholar, Bow Valley College Aug 2019 - Sept 2020

- A recipient of \$10,000 CAD toward tuition

TECHNICAL SKILLS

Languages: C++, C#, HTML, CSS, JavaScript, Bootstrap, UX/UI Design Interface, GitHub

PROJECTS

Personal Website | *HTML, CSS, JavaScript*

- Developed a simple user-friendly interactive personal website where users can scroll and find my personal information
- Developed responsive hover effects on highlighted contents using **JavaScript**

Pet Toy Cleaner and Treat Dispenser | *C#, Arduino*

- I developed and designed a pet toy cleaner using sensors that when triggered, dispense treats to pets to reward them by putting away their toys using **Arduino Kit** and **C#**