**Adril Kemyem**

[GitHub](https://github.com/ak12472002)

514-424-4716 [LinkedIn](https://www.linkedin.com/in/adrilkemyem/)

adrilverine@gmail.com Montreal, Canada

# SUMMARY OF QUALIFICATIONS

I am a student in Computer Scienceat LaSalle College, looking to obtain an internship position where I can apply my skills and knowledge learnt throughout my studies. I am hard-working, eager to learn and determined student experiences with C#, Python, Java, C++ and Swift.

# EDUCATION

**DEC – Computer Science** 2022 – Present

LaSalle College, Montreal, QC

**Diploma Earned**

High School 2016 – 2021

Polyvalent Saint-Therese Blainville, Canada

**Certifications**:

**PROFESSIONAL EXPERIENCE**

**Tech Support**  2024 – Present

BestBuy Montreal, Canada

* Collaborate with teams to resolve technical issues and enhance the customer support
* Develops troubleshooting guides and documentation for both customers and staff
* Optimize support process to improve efficiency and resolution times
* Write clear technical articles and FAQs to empower customers to resolve issues independently

**Debt Recovery Agent**   2021 – 2024

TLC Laval, Canada

* Implement workflows and script for regular follow-ups ensuring consistent communication with clients to maximize successful recovery
* Debug accounts by investigating discrepancies and identifying issues causing payment delays or defaults
* Deploy targeted strategies for customer engagement, utilizing data-driven models to prioritize accounts based on risk and recovery potential

# VOLUNTEERING / ACADEMIC PROJECTS

**Volunteer / Project**  2024 – Present

Interactive Website (Design Company) Montreal, Canada

* Develop and implement a visually appealing, mobile-first design using HTML5, CSS3, and JavaScript to ensure a seamless user experience across devices.
* Visit GitHub for all the other projects

# SKILLS & KNOWLEDGE

**Technical Skills**: C#, Swift, Java, C++, HTML, Python, Microsoft Office, Database (Oracle), SQL, JavaScript

**Personal Skills**: Organization, Great Communicator, Patience, Team-Worker, Empathetic, Adaptability and Creative

**Languages**: Fluent in French and English

**Interests**: Cooking, Cars, Tennis, Gaming