## Education

### York University (2018-2025)

Bachelor of Arts Honours (BAH) major Information Technology, minor in Cognitive Science. 3.4 GPA

## Skills

### Programming and Machine Learning Models

* Experience with Java, Python programming languages, JSON, Open AI API and MongoDB database.
* Populated a database with questions that were used to create dynamic prompts into the Open AI API call in order to assess the accuracy of OpenAI’s response to each question.
* Used various development tools such as MatLab, Orbit, GitHub and Visual Studio.

### Front-end development and user-interface design

* Experience with HTML, CSS, XML and JavaScript including Ajax.
* Familiar with responsive design principles, and frameworks like Bootstrap.
* Developed online resume to demonstrate front-end development skills.

### Analytical thinking and Data analysis

* Performed data analysis techniques such as K-Next-Neighbours (K-NN), Naïve Bayes, and Decision Trees for in-depth understanding of data analysis methodologies, including how to compute various distance matrices (Euclidean, Manhattan).
* Familiar with business analysis methodology such as requirements management, Universal Modeling Language, SDLC, and various diagramming techniques.

### Written communication and Presentation skills

* Comfortable presenting individually or in a group. Produces creative presentation slides.
* Wrote papers on philosophical concepts with supporting research within strict formatting requirements.
* Drafted technical papers such as systems requirements documents (with use cases) and network diagrams.

### Leadership and teamwork

* Capable of leading group work and coordinating activities or working independently.
* Often entrusted with store closing duties at LCBO, which included nightly earnings deposit.
* Comfortable integrating new team members and sharing knowledge.
* Helped train new employees and assisted in the event of difficulties or questions.

### Customer service

* Experience assisting customers with questions, including product recommendations,
* Adept at dealing with difficult situations such as refusing to sell to intoxicated persons, asking for proof-of-age ID. Trained in, and experienced, store theft procedures and customer de-escalation.

## Employment

### **LCBO,** Customer Service Representative, 2020 to 2024

#### 211 Lloyd Manor Etobicoke, ON

* Progressively given tasks of increasing responsibility by management.
* Regularly responsible for all aspect of inventory management, from receiving shipments, unloading trucks by forklift, verifying and adjusting cycle (product) counts, and prioritizing for store floor stocking.
* Often responsible for nightly closing. Balancing of all teller cashes, nightly deposit and digital store closing.
* Accurately and efficiently processed 100’s of transactions, $5-$10K in sales, per shift. Performed store upkeep, and assisted customers with product recommendations.

### **Elections Canada,** Deputy Returning Officer, Oct 2019

#### Eglinton-Lawrence

* Escalation point for any elector issues. Performed elector oaths, if necessary.
* Counted ballots, completed necessary forms and communicated results to the local Elections Canada office.