Allyssa Poulin

Windsor, Ontario   allyssapoul@outlook.com   (226) 280 7771
https://www.linkedin.com/in/poulina/   https://github.com/allyssap

EXPERIENCE

Technical Specialist

AlphaKOR Group, Windsor On   Jun 2023 – Present

- Installed custom softwares onto client machines and modified the default registry to enable the full functionality of the softwares
- Maintained, created, and updated in-house documentation and streamlined the formatting to ensure quality and timely services
- Provided exceptional customer service to clients while resolving software and hardware issues, bugs and computer performance complaints

LMS Support Staff   Jan 2023 – Apr 2023

Centre of Teaching and Learning - University of Windsor

- Ensured a smooth transition to new learning management system by providing one-on-one virtual support, developing easy to follow documentation, and planning and hosting workshops
- Refined existing training documentation for instructors, students and future support staff member
- Created and edited drafts for learning support system tutorials, FAQs and guides used to improve resolution efficiency of clients' issues

Research Assistant   Jan 2022 – Apr 2023

School of Computer Science - University of Windsor

- Improved efficiency in data retrieval from database for web application and MySQL, developed a front-end application using HTML, PHP and CSS
- Implemented visualization of orderly algorithms for full binary trees in Python, organized research of orderly algorithms for graph generation and generation tournaments

PROJECTS

Improving Microblog

- Maintained continuous development, testing and integration of new features into the active product
- Implemented security features to improve the functionality of the blog
- Implemented a SCRUM Agile methodology to maintain quality, performance, and time expectations

2D Dungeon Crawler Game (Project S)

- Implemented multiplayer capabilities using peer-to-peer connectivity, user-interfaces, scene management, and a variety of movement, transition and object collection scripts
- Managed Agile plan to ensure timely deliverance of goals, maintain updated requirements, and discuss bugs and setbacks with supervisor

Compound Interest Rate Visualizer

- Designed and Developed a convenient learning module for Waterloo Catholic Board based on the Grade 9 curriculum
- Produced an end-product that utilizes mathematical concepts and translates it to convenient and accessible graphs
- Ensured high quality and easy-to-understand code that is used to demonstrate best-code practices for students

SKILLS

Languages: Java, C/C++, C#, HTML/CSS/JavaScript, Python
Frameworks: Flask, Bootstrap
Tools: Git, Linux, Visual Studio, MySQL, Agile Development, AWS, MS Office, Gitlab, XCode
Interests: Arduino, electronics, mentoring, user experience

EDUCATION

BSc. Honours Computer Science with Software Engineering   Apr 2023

University of Windsor

Relevant Coursework: Design and Analysis of Algorithms, Database Management Systems, Systems Programming in Linux, Software Verification Testing, Object Oriented Programming in Java, Computer Networks(Software and Hardware), Continuous Integration and Automation Testing