Allyssa Poulin

(226) 280 7771
allyssapoul@outlook.com

linkedin.com/in/allyssap
github.com/allyssap

EDUCATION

BSc. Computer Science with Software Engineering, University of Windsor, 2023
Relevant Coursework: Design and Analysis of Algorithms, Software Verification Testing, Object Oriented
Programming in Java, Continuous Integration and Automation Testing

EXPERIENCE

Software Developer AlphaKOR Group, Windsor On Dec 2023 – Present
- Software maintenance, error-checking and accuracy checks of SQL queries, and APIs to ensure functionality of large-scale, essential business applications
- Utilized MVC approach in designing web and desktop applications with C# and .NET
- Enhanced and modernized applications with new features based on user feedback and requests and updated user interfaces

Technical Specialist AlphaKOR Group, Windsor On Jun 2023 – Dec 2023
- Provided exceptional customer service to clients while resolving software and hardware issues, bugs and computer performance complaints and answering general technical questions
- Created, maintained, and updated technical documentation and trained new staff on documentation procedures to ensure quality and timely service
- Collaborated with technical, business and software teams to improve customer experience and enhance user experience in all aspects of the business
- Implemented shell scripting to optimize and automate data request processes to improve data retrieval efficiency for users

LMS Support Staff Centre of Teaching and Learning, Windsor On Jan 2023 – Apr 2023
- 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
- Created and edited drafts for learning support system tutorials, FAQs and guides used to improve resolution efficiency of clients' issues

PROJECTS

Improving Microblog
- Maintained continuous development, testing and integration of new functionality into the active product
- Improved security features (one-time passcodes, password resets, security questions) 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 development practices to ensure timely deliverance of goals, maintain updated requirements, and discuss bugs and setbacks with supervisor

Compound Interest Rate Visualizer
- Designed a convenient learning module for the Waterloo Catholic School Board based on the Grade 9 curriculum and requirements from teachers
- Produced an end-product that helped teach new mathematical concepts to over 200 students
- Ensured high quality and easy-to-read code that is used to demonstrate best-code practices

SKILLS

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