

# Andrew Debyl

## Computer Science

## My Contact

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🌐 <https://github.com/andrewdebyl/My-Code>

## About Me

Versatile fourth year WIL (Work-Integrated Learning) student majoring in Computer Science with minor in Business. Developed a passion for learning and continuous improvement, has a keen attention to detail, approaches work and/or problems using critical thinking, and thrives in a results-based workplace. Is recognized for owning his accountabilities all the way through to completion while identifying potential roadblocks and solutions that work for all stakeholders. WIL experience has been gained in Cloud-based Software, Information Technology, and QA sectors.

## Hard Skill

- Data Mining and Analysis
- IT Support
- Process Improvement
- Quality Assurance

## Soft Skill

- Critical Thinking
- Motivated and Proactive Worker
- Dependable
- Time Management

## Technical Skills

### Languages

Java, C, JavaScript, CSS, Python, Statistics-R, Fortran, ADA, Cobol

### Software

Close, Salesforce, Canva, Cloud based software, Freshdesk, Miro, Slack, Microsoft Suite, G Suite, GitHub, Virtual Box, eclipse, Visual Studios Code, Angular

## Professional Experience

### PicThrive | Support Specialist

May - September 2022

Key Achievements:

- Built regression tests using Cucumber that are run as part of a Continuous Integration System for the core product to ensure (feature or product) stability
- Increased Customer Effort Score by 20% in four months to go from 4.0 to 4.8
- Analyzed guest ticketing data and identified, updated and created guests canned responses to streamline communication and decrease average the response time by 45% from 701 min. to 386 min.
- Created training plan, and facilitated the onboarding of a new support specialist

### eSentire | Business Operations, Analytics and Reporting Team (BOAR)

September - December 2021

Key Achievements:

- Delivered four month, 13 000 line excel project in three months, saving 1 month off of projected project time and associated costs
- Undertook QA Manager testing responsibilities in addition to the designated duties, allowing QA Manager to take time off for the first time that year
- Rapid proficiency in Salesforce earned me the recognition from the QA Manager and the ability to gain additional testing experience outside of the anticipated roles and responsibilities

### DCR Systems Group | IT Technician

May - September 2021

Key Achievements:

- Increased the number of re-imaged units to about 400 a day from 250 a day by improving the efficiency of the re-imaging process
- Mastered and utilized four additional processes outside the original role expectations
- Facilitated the education of processes to the other project team members

## Education Background

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- University of Guelph  
*Computer Science Major - WIL  
Business Minor*  
Graduated Class of 2024
- Master's in Scrum Certificate  
*Scrum.org*  
Completed in 2021
- Markham District HS  
*Graduated with honors*  
Completed in 2018

## Volunteer Experience

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### **Venom Volleyball – Assistant Coach**

2016 – 2019

Work with head coaches to oversee and help develop young athletes through learning specific volleyball skills

## Extra-Curricular Activities

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### **Volleyball Athlete | 2012 – Present**

- Played on Markham District High School Volleyball team, and was captain on the Grade 12 Varsity Team
- Compete in the Ontario Volleyball Association as an athlete
- Played in 5 University of Guelph intramural volleyball teams

### **DECA Participant | 2015 – 2019**

- Developed teamwork skills and problem-solving skills

### **City of Markham | Lifeguard and Swim Instructor**

2017 – 2019

### **Olympian Swimming | Swim Instructor**

2017 – 2019

### **Venom Volleyball | House League Volleyball Coach**

2018 – 2019

### **Lott & Company ( Accounting Firm) | Coop Placement**

2017 – 2018

## Personal Projects

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### **American to Canadian | June 2021**

Converts American words into Canadian spelling, programmed with Java in Eclipse

### **Snakes and Ladders | July 2021**

Snakes and ladders game that keeps track of where you are programmed with Java in Eclipse

### **Emoji Search | August 2021**

Searches a list of input for an emoji provided by user programmed with Java in Eclipse

## Extra-Curricular Experiences

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### **University of Guelph–Problem Solving Workshop | Jan. 2021**

- In teams, developed a tic-tac-toe program using C
- Experienced the “Problem Solving Method” for programming

### **DMOJ Contest/Projects | June 2020 – present**

- Used Java and C to complete contest and personal problems