

Arianna Foo

☎ 416-835-4565 | ✉ ariannafoo40@gmail.com | in www.linkedin.com/in/arianna-foo

SUMMARY OF QUALIFICATIONS

- Customer service professional with over **six years of experience**
- Proficient **English and French** communication skills and engagement with clients/customers
- Excellent time management and adaptive skills for delivering **high-quality work**
- Ability to learn quickly and multitask in a **fast-paced** environment while working well under pressure
- Strong analytical skills, ability to **problem solve** quickly, and accurately

EDUCATION

Sheridan College - *Oakville, ON*

January 2022 - Anticipated 2025

- Honours of Bachelor of Computer Science (Mobile Computing)

University of Toronto Mississauga - *Mississauga, ON*

September 2019 - December 2021

- Program: Honours Bachelor of Science (Computer Science)
- Transferred to Sheridan College to pursue specialization

WORK EXPERIENCES

iOS Development Technical Mentor | Career Education Council - *Guelph, ON*

October 2023 - Present

- Provided guidance on core application architecture, integration, and coding conventions via Storyboard
- Debugged Swift code and assisted in the implementation of features and functionalities to improve app utility
- Hosted weekly meetings to discuss app progress, address questions and offer support for technical challenges
- Performed thorough code reviews, offering constructive feedback to enhance code quality and app concepts

Software Development Intern | Bell Canada - *Mississauga, ON*

May 2024 - August 2024

- Delivered a comprehensive research report on the implementation of CI/CD pipelines
- Documented findings on establishing point-to-point connectivity and pipelines to introduce automation

Member Service Representative | DUCA Financial Services Credit Union - *Brampton, ON*

June 2022 - April 2024

- Conducted outbound awareness and follow-up calls to enhance member experience
- Provided **outstanding problem-solving** skills by addressing and **resolving member issues**
- Managed member requests, including deposits, withdrawals, transfers, and bill payments
- Capitalized on opportunities by **strategically promoting products** and services tailored to individual needs
- Utilized **CRM software** to document customer interactions, update leads, and manage member follow-ups
- Achieved success in a metricized environment, meeting and **exceeding performance** targets

Sales Associate | The Children's Place - *Brampton, ON*

August 2018 - March 2022

- Processed transactions including sales, returns, and exchanges, while providing outstanding customer service
- Responded to customer activity with a sense of urgency, by acknowledging and **fulfilling customer needs**

Information Officer | Elections Canada - *Oakville, ON*

September 2021

- Educated voters in **English and French** about voting information and identification requirements
- **Managed client flow** while multitasking to resolve voters' concerns in a fast-paced environment