

Arianna Foo

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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	