

Arshiya Evan Moallem

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EDUCATION

- **Bachelor of Engineering, Software Engineering** September 2023 - Present
Carleton University, Ottawa, ON
Second-year standing, CGPA: 9.62/12 (B+)
Entrance Scholarships
- **Ontario Secondary School Diploma** August 2019 - June 2023
École Secondaire Louis-Riel, Ottawa, ON
Honour roll

AVAILABILITY

Available to work for 4 months starting May 2025

TECHNICAL SKILLS

- Proficient in C, Java, and Python programming, familiarity with C++ and HTML
- Introduction to numerical algorithms, such as algorithms for root finding, sorting elements, bubble sort, insertion sort, selection sort, one-dimensional optimization, and curve fitting
- Ability to apply simple debugging techniques, and test functions using unit-testing framework
- Proficient in Office 365 applications, including Excel, Word, Outlook, OneDrive, OneNote, and SharePoint

COMMUNICATION SKILLS

- 4+ years of experience working in a customer service environment
- Strong communication, interpersonal, and collaborative skills
- Effective organizational, problem-solving, and facilitation skills
- Ability to create, sustain, and strengthen customer relationships
- Trilingual – English, French, and Farsi
- Demonstrated ability to work independently, and with a team, in a fast-paced environment.
- Experienced in working in a small team to iteratively and incrementally design, implement, and test small-scale interactive programs partitioned into multiple modules.

WORK EXPERIENCE

Shoppers Drug Mart, Ottawa, ON

Merchandiser/Cashier/Postal Clerk

September 2022 - Present

- Assisted in organizing the establishment by shelving inventory in designated areas, arranging and maintaining shelving, and placing product labels.
- Responded to customer inquiries, with duties such as customer education, checking inventory for stock availability, and processing return and exchange transactions.
- Worked at the Canada Post outlet, with duties such as receiving and accepting mail items, weighing mail to calculate the correct postage, preparing mail items for shipping, and retrieving and sorting mail items by category.

Bulk Barn, Ottawa, ON

Cashier

May 2021 - September 2022

- Operated the cash register and assisted customers with transactions, ensuring a courteous and efficient experience.
- Trained new staff on customer service etiquette and operational requirements.
- Managed inventory and maintained store appearance by stocking shelves and ensuring cleanliness.

Ottawa Crew Sports Club, Ottawa, ON

Soccer Coach

May 2024 - October 2024

- Supervised players during practices
- Preparation of organized sporting events.
- Coached and guided players to increase and improve in the sport.

VOLUNTEERING EXPERIENCE

École Secondaire Louis-Riel

September 2019 - June 2023

Soccer assistant-coach and assistant-referee

- Ensured all tasks provided by the head of management were completed efficiently.
- Assisted in the preparation of organized sporting events.
- Coached and guided players to increase and improve in the sport.

REFERENCES AVAILABLE UPON REQUEST