Arzekeil-Abel De Leon Waterloo, Ontario

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Skills:

- **Languages:** Python, JavaScript (ES6), C, SQL, VBA, HTML, CSS, Bash.
- **Technologies:** Git, AWS, Docker, Kubernetes, Nginx, Jenkins, SQL Server, SQLite, node.js, Linux.
- **Certifications:** AWS Solutions Architect - Associate.

Experience:

ICT Network Assistant   **Oct 2021-Dec 2021**

Wilfrid Laurier University

- Executed routine maintenance such as inspection of equipment at various locations.
- Administered hardware and software assistance to clients remotely and on-site.
- Ensured that service requests and incidents are logged, assigned, and resolved in accordance with service level agreements and service management best practices.
- Tracked, documented, and updated hardware and software with the appropriate tools.

Website Developer   **Oct 2021-Dec 2021**

Wilfrid Laurier University

- Re-designed, developed and tested the LCERPA website from start to full production levels.
- Produced a detailed and extensive wiki document explaining how to further develop, edit and maintain the LCERPA website and how to update and create content on the LCERPA website.
- Adapted websites to match changing user preferences and client demands with regular updates.

Instructional Assistant (Computer Science)   **Sep 2021-Dec 2021**

Wilfrid Laurier University

- Oversaw 50 students' independent learning and delivered quality one-on-one support.
- Improved performance by 40% of struggling students using personalized mentoring and tutoring.

Quality Assurance Tester   **May 2021-Aug 2021**

Knowledge First Financial

- Used TestComplete to convert over 95 existing front end unit tests to work with a new React based web application from an ASP.net application.
- Reviewed existing test cases for adequacy of coverage of different user stories.
- Diagnosed problems and determined possible solutions in collaboration with team members.

Team Leader   **Oct 2017-Feb 2020**

McDonald's

- Identified client needs by observing consumers, collecting surveys, and analyzing customer feedback.
- Improved team performance by training employees in new techniques and monitoring daily activities.
- Protected team members by observing work, identifying safety concerns, and removing hazards.

Education:

(Honours) Bachelor of Science, Computer Science   **Expected Graduation: Aug 2024**

Wilfrid Laurier University   *Waterloo, On*

- Division A Co-Rec Volleyball Team Captain.