

Objective

Seeking a challenging position in technology which will help in broadening my skills and provide opportunities to utilize them to achieve organizational objectives.

Skills & Areas of Expertise

- Help Desk Experience
- Financial Experience
- Customer Service Experience
- Project Management Experience
- Software Installation Experience
- Full-Stack Development Experience
- Client Oriented Skills
- Python Experience
- Detailed Oriented
- Interpersonal Skills
- SQL Proficiency
- Microsoft Suite Experience

PROFILE

- Worked online with a team remotely through MS Teams.
- Able to communicate ideas with teammates and able to work through complex issues.
- Involved with clients/organizations and tend to their needs and wants.
- Able to work independently and aims to reach project qualifications in a timely manner.

Education

- McMaster University: Full-Stack Development
- Sheridan College: Internet Communications Technology
- High School Diploma - Stephen Lewis Secondary School

Work Experience**Finastra**

Mississauga, Ontario,
Canada
November 2021 -
Present

**Repayment
Counselor****Financial Software Company**

- Help Desk position, troubleshooting and solving problems for clients.
- Guided users through website and technical difficulties.
- Talked to clients about repayment options and helped with balance inquiries.
- Received calls and helped clients through the phone for student loans.
- Managed student loans and entered data into a database.
- Made action requests based on client's loans and current balances.

**Tata
Consultancy
Services**

Toronto, Ontario,
Canada
February 2021 - May
2021

**Software
Developer
(Internship)****Information Technology Company**

- Utilized HTML, Python and Javascript to create applications.
- Managed a web-based development environment.
- Created multiple programs under given timeframes.
- General Data Entry and transcription.
- Created an installation wizard for installing software onto a device.
- Made a simple, easy to use UI for the wizard and made it foolproof.
- System sent error messages if the user inputted an invalid input.
- Created an installation directory.

**Computer
Skills**

MS Excel, MS Word, MS Access, MS Power Point, MS Outlook, MS Project, Python, Javascript/HTML, C, C++, BASIC, Data Entry, Full-Stack Development