# Jesse Raso

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## Summary of Qualifications

- Bilingualism: Fluent in Italian and English.
- Proficient in Microsoft Office.
- Intermediate skills in Java, Python, CSS, JavaScript, SQLite, C/C++, and HTML.
- Intermediate skills in Figma, WordPress, Adobe Suites, and Bootstrap.
- 5+ years of customer facing experience, excellent interpersonal, teamwork, and communication skills.

## Education

Bachelor of Science in Cognitive Science,                                           Expected Apr 2023
University of Toronto

## Projects

T-Card Android App                                                          Sept 2021 – Dec 2021
*University of Toronto*

- Developed an Android App using Java that allowed students and faculty members to upload their virtual membership card.
- Created a streamlined and accessible menu in Java that allows users to complete the UCheck Quiz and remotely access their results.
- Created a storage database using SQLite that provided users the option to remember their login information for a quicker login.
- Created an QR code interpreter using Java – reading, uploading, creating.
- Performed test cases with knowledge of unit testing, integration testing, and mock objects to ensure each function operated with as per specifications.
- Collaborated and lead a team and applied knowledge of object-oriented design and polymorphism to deliver a functional app without any bugs.

Gift-it App                                                                  Jan 2022 – Apr 2022
*University of Toronto*

- Used a comprehensive approach to human-centered design that includes iterative process cycles and constant validation from discovery to live deployment of a user gift planning app.
- Developed evaluative user research methods include interviews, questionnaires, observations, and think-aloud protocols which found user paint-points to address improving the quality of user experience.
- Facilitated sessions involving ideation, design critique, and heuristic evaluation with diverse teams to develop an app that allows users to easily manage gift-giving tasks for multiple people.
- Created gift profile, calendar, crowdsourcing features in templates, prototypes, and interactive design systems using Figma.

## Experiences

Driver/Assembler                                                           June 2018 - Present
Home Installers                                                                     Toronto, ON

- Consistently provide excellent service to over **500+ customers**.
- Liaison with warehouse managers and coordinate logistics to maintain efficiency and professionalism in the company.
- Assemble and transport a variety of products: TV mounts, furniture, accessories, etc.
- Provide customers with feedback and suggestions regarding space limitations, time limitations, and the quality of the final product.

Founder and Owner                                                          Sept 2010 – Aug 2011
Exushost.com

- Operated and maintained a web hosting service for **50+ global customers**.
- Maintained a cloud webhosting management system cPanel.
- Performed general network infrastructure duties: firewalls set up, create backups, subnets, routing, etc.