Carl Alvares

http://carlalvar.es/

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EDUCATION

University of Toronto Toronto, ON
Bachelor of Science in Computer Science; GPA: 4.00 *Apr. 2020 (Expected)*

EXPERIENCE

Alamos Gold Inc. Toronto, ON
Information Technology Intern *May 2017 - Aug. 2017*

- **Project Tracker**: Developed improved project tracking list using Excel, taking advantage of VBA macros, UI elements and hyperlinks in order to organize department goals and tasks. Reduced inefficiency due to overlapping work by 20%.
- **SolarWinds**: Revamped company network monitor solution, making use of filters, mailing lists and thresholds to reduce unwanted alerts by 80%.
- **Office 365**: Migrated company's existing Office suite (Office 2010) over to Microsot's new Office 365 service, reducing need for on-site servers (resulting in cost savings) and ensuring software is always up-to-date (resulting in less vulnerabilities).

Virgin Mobile Canada Toronto, ON
Technical Support Agent *Sep. 2016 - Dec. 2016*

- **Troubleshooting**: Assisted Virgin customers with hardware and software problems, listening attentively to any issues they had and working with them towards a solution. Answered over 2000 calls with a 90% customer satisfaction rate (3rd highest in the center).
- **Feedback**: Provided feedback and recommendations to Virgin Mobile software developers to improve the quality and efficiency of their customer service tools, resulting in fewer troubleshooting steps (and improved customer satisfaction) when solving certain issues.

PROJECTS

Checked 2018
Swift

- Created an iOS application to keep track of items in a checklist. Added functionality to remove and reorder items. Utilized UITableView in order to give the app a vertical flow.

On the Dot 2017
Swift

- Created an iOS game where the objective is to use a slider to get as close as possible to a given number (randomly generated). Incorporated cumulative score tracking and a button to reset cumulative totals.

Personal Website 2017
HTML, CSS

- Created a personal website, carlalvar.es, as a landing page for my web presence and an easy way to access my contact information. Made using the Bootstrap framework.

AWARDS AND HONOURS

- **James Mason Academic Achievement Medal**: Awarded for outstanding achievement in Electrical Engineering or Computer Science.

- **RBC Scholarship for Children**: Awarded based on academic record and extracurricular activities during high school.

PROGRAMMING SKILLS

- **Languages**: Swift, Python, VBA **Technologies**: Xcode, WingIDE, Visual Studio, Git, Terminal