# Christopher Kelly

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## PROFESSIONAL SUMMARY

Experienced team leader with emphasis on training and collaboration. Recent computer programming graduate focusing on front-end and back-end web development as well as cross-platform app development. Used to fast-paced work environments and focused on meeting deadlines.

## WORK EXPERIENCE

**Ignite TV Customer Support**                               Sep 2018 - Mar 2019
Rogers • Toronto, Ontario
Provide customers with technical support over the phone and using diagnostic tools to solve technical issues

- Trained to support customers with a brand-new product
- Part of the second wave of technical support specialists for IPTV
- Cross-trained to provide basic customer service and sales solutions

**Retail Supervisor**                                         Sep 2013 - Aug 2018
Best Buy • Ajax, Ontario
Responsible for merchandising and inventory management (Product Process Senior) / Responsible for training and increasing revenue in each department (Sales Senior)

- Increased productivity by providing weekly reports to management
- Recognized in company memo for providing exceptional customer service
- Chosen to help open a new store and train all new staff members (Oshawa)

**Warehouse manager**                                         Oct 2011 - Sep 2013
Leons
Hired as warehouse associate in Scarborough. Lead Inventory team and promoted to manager in Whitby six months later

- Plan, organize, direct, control and evaluate the operations of commercial, transportation and recreational facilities and the included real estate
- Plan, organize and direct administrative services such as signage, cleaning, maintenance, parking, safety inspections, security and snow removal
- Prepare or oversee the preparation of reports and statistics related to areas of responsibility
- Hire and oversee training and supervision of staff.
- Develop and implement schedules and procedures for safety inspections and preventive maintenance programs

## EDUCATION

**Computer Programming/Programmer, General**
CPD – Seneca College • Graduated with Honours April 2020

## SKILLS

- Object Oriented Programming using Java, Kotlin, C# and C++
- Front-End Web Development using HTML/CSS/JavaScript, TypeScript, AngularJS
- Back-End Web Development using NodeJS and Express
- Database experience using NoSQL tools like MongoDB and MySQL tools like DB2 and Oracle
- Cross-Platform App development using Ionic and Xamarin Forms
- Native App Development using Android Studio

## PROFESSIONAL CREDENTIALS

- Canadian Red Cross First-Aid Certificate

## AWARDS AND HONOURS

**Computer Programmer with Honours**                                              2020

Completed Computer Programmer Program at Seneca with a cumulative 3.9 GPA

## LINKS

- chriskelly48th.ca - Personal Website with links and descriptions of work
- github.com/ckelly2112 - Personal GitHub Page
- linkedin.com/ckellytor - LinkedIn Page