
Cymantha Diesel

Software Engineer

Edmonton, Alberta

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[Cym's Page \(cym-portfolio.onrender.com\)](https://cym-portfolio.onrender.com)

PERSONAL PROFILE

Highly organized and customer-focused Manager of Operations and Services with 3+ years of experience across diverse industries. Known for exceptional leadership abilities, adept time management, keen critical observation, and outstanding customer service skills. Proficient in designing and implementing innovative processes, procedures, and documentation to enhance operational efficiency. Currently pursuing a Software Engineering Technician Diploma at Centennial College.

SUMMARY OF QUALIFICATIONS

- Proficient in software engineering and technology
- Experienced in managing operations and services, including overseeing teams, developing processes and procedures, and managing accounts receivable, payroll, and accounts payable
- Skilled in customer service, client relationship management, and communication, with experience in leading webinars and presentations
- Strong critical observation skills and ability to manage multiple projects with excellent time management skills
- Self-starter and quick learner with a creative approach to problem-solving and processing skills
- Familiarity with various software and business tools, including SharePoint and Microsoft Office, as well as experience in researching and establishing business practices
- High level of attention to detail, with a focus on maintaining accurate records and ensuring compliance with company policies and procedures

EDUCATION

Software Engineering Technician Diploma

Centennial College, Toronto, Ontario, Canada.

January 2022 – April 2023

Relevant Courses Completed:

- Software Testing and Quality Assurance
- Developing UI for Software Devices
- Programming – C#

Key Achievements:

- Project Manager of an entire web development project
 - Graduated with honors
 - Excelled in an online environment
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WORK HISTORY

Manager of Operations and Services

GVI Management Services

February 2021

– October 2021

- Spearheaded the development of streamlined staff and consultant onboarding processes, alongside the creation of efficient business procedures across multiple departments.
- Orchestrated meetings, meticulously maintaining and disseminating meeting minutes to ensure seamless communication.
- Proficiently managed accounts receivable, payroll, and accounts payable to maintain financial integrity.
- Designed and oversaw the company website to enhance its online presence and user experience.
- Continuously drove operational efficiency enhancements by implementing innovative practices and leveraging software tools.
- Assumed the role of SharePoint and Microsoft administrator, proactively creating workflows and sites for improved digital collaboration and productivity.

Office Administrator

Canadian Plains Energy Services

Nov. 2018 –

Nov. 2019

- Facilitated seamless communication among various project departments, ensuring consistent and transparent updates to clients throughout projects.
- Established and managed efficient record-keeping procedures to guarantee precise turnover for clients, enhancing project accountability and client satisfaction.
- Spearheaded timesheet reconciliation efforts, resulting in improved payment processes and timely compensation from clients.
- Maintained comprehensive records and data for the Safety, Quality, and Environment departments, contributing to regulatory compliance and organizational excellence.
- Optimized the transmittal process, leading to increased client responsiveness and reduced response times, further enhancing client relationships and project efficiency.

Finance Manager

Leduc Hyundai

May 2017 –

Nov. 2018

- Demonstrated exceptional product knowledge, enabling effective recommendations of financing options and supplementary products to customers, resulting in increased sales and customer satisfaction.
 - Proficiently processed finance transactions, including acquiring necessary financial approvals, ensuring a seamless and hassle-free experience for customers while adhering to industry regulations.
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- Ensured meticulous handling of all administrative processes, consistently meeting company policy guidelines and maintaining high standards of compliance.
 - Consistently exceeded sales targets by 10-15%, consistently achieving a high per-customer average, showcasing a strong ability to drive revenue and maximize profitability.
 - Proactively managed the dealership Customer Relationship Management (CRM) system, implementing efficient processes and workflows, enhancing customer interactions, and streamlining sales operations for improved productivity.

TECHNICAL SKILLS SUMMARY

- Programming Languages: Proficient in Java, Python, C#, and SQL
 - Web Development: Experienced in HTML, CSS, JavaScript, and jQuery, as well as developing and monitoring company websites
 - Software Development Tools: Skilled in using various software development tools, including Eclipse, Visual Studio, and Git
 - Database Management: Experienced in designing and managing databases using MySQL and Oracle
 - Project Management: Skilled in using project management tools, including JIRA and Trello
 - Business Applications: Proficient in using Microsoft Office Suite and SharePoint
 - Operating Systems: Experienced in working with Windows, Mac OS, and Linux
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