

OBJECTIVE

Reliable and hardworking software engineering student seeking a part-time position in retail, sales, or repair to develop strong communication, teamwork, and problem-solving skills while contributing to a positive customer experience.

EXPERIENCE

Part-Time Sales Associate | Factory Direct

August 5, 2020 – August 27, 2023

- Provided expert advice to customers on making high-value electronic purchases, including TVs, smartphones, and laptops.
- Troubleshooted and resolved customer concerns/issues with effective problem-solving skills to mitigate any need for refunds and uphold customer satisfaction
- Processed cash and credit payments using POS system in timely and efficient manner
- Managed product returns, assisted receiving stock and sending DOA/stock transfers
- Conducted daily tasks e.g., front facing, pricing, testing or fixing faulty/defective products

CO-OP Repair Technician | SK Computers

September 10, 2019 – January 17, 2020

- Assisted customers with potential solutions, explained repair processes and pricing
- Diagnosed and repaired computers, maintained records, and managed inventory
- Trained with how to fix various issues including: screen, hard drive and keyboard replacement, (working with desktops, laptops, MacBooks, ultrabooks).

EDUCATION

Software Engineering, Advanced Diploma | Centennial College

January 2022 – Expected Graduation: May 2027

Ontario Secondary School Diploma | Harold Brathwaite Secondary School

2017 – 2021

SKILLS

- Proficient in electronics testing and troubleshooting
- Knowledgeable in computer repair and maintenance
- Consistently punctual, demonstrating reliability and dedication to deadlines and schedules
- Strong customer service and communication skills

CERTIFICATES / ACHIEVEMENTS

- WHMIS Training (2019)
- Co-op Certificate of Achievement (2020)