Diya Valand

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Work Experience

RCS — Cashier   Dec 2024 – Present
Calgary, Canada | *Front-End Department*
- Steered an average of 100 transactions daily with a 90% accuracy rate, minimizing discrepancies.
- Demonstrated operating POS systems, reducing average checkout time by 40% and enhancing customer satisfaction scores.
- Employed conflict resolution to address and resolve customer complaints, achieving a 85% resolution rate.

McDonald's — Crew Member   Jan 2024 – Nov 2024
Ottawa, Canada | *Restaurant*
- Delivered customer service by addressing inquiries, resolving issues, and ensuring customer satisfaction, resulting in a consistent 80%+ customer satisfaction rating.
- Accelerated customer relationships through a Customer Relationship Management (CRM) system, ensuring accurate tracking of customer interactions and driving customer retention rates up by 10%.
- Pioneered stock levels by resolving logistical challenges, resulting in a 20% reduction in out-of-stock incidents and a 15% improvement in order fulfillment speed.

Projects

SQL Injection Prevention
- Facilitated SQL query parameterization and prepared statements to prevent SQL injection attacks, reducing security vulnerabilities by 95% and safeguarding sensitive data.
- Conducted security testing, including vulnerability assessments and penetration tests, to identify SQL injection risks, leading to a 45% decrease in security incidents and enhancing application security.
- Utilized AWS S3, Redshift, and Glue for secure data storage, transformation, and analysis, improving data retrieval speed by 40% and enabling more efficient real-time reporting.
- Devised and upgraded ETL processes and business rules to ensure efficient data transformation and integration, increasing ETL efficiency by 40% and reducing processing time.

Real Client Application Development
- Fostered a fully functional mobile application for a real client using Flutter in Android Studio, resulting in a 30% improvement in app performance and 20% faster load times compared to previous versions.
- Integrated Firebase for backend services such as real-time database, authentication, and cloud storage, enabling real-time data sync and 50% faster user authentication.
- Collaborated with cross-functional teams using Scrum and Kanban to deliver data solutions, reducing project delivery time by 55% and ensuring on-time alignment with business goals.
- Designed and overhauled a responsive user interface optimized for different screen sizes, ensuring 99% compatibility across Android and iOS devices, improving user retention by 45%.
- Launched a cross-platform mobile app with Flutter, enabling the app to work seamlessly on both iOS and Android platforms, expanding the user base by 60% across devices.

Personal Portfolio
- Managed code versions and collaborated on team projects via GitHub, reducing code conflicts by 35% and improving team productivity through streamlined version tracking and collaboration.
- Built and deployed a personal portfolio website using React.js to showcase data analysis projects and technical skills, leading to a 50% increase in job inquiries and demonstrating full-stack development.
- Enhanced user experience on the portfolio website by implementing interactive elements and data visualizations with JavaScript, increasing user engagement by 30% and improving session duration.

Certification

Google Data Analytics Certification
Python Certified , C Language Certified

Education

Algonquin College, Canada – Diploma in Computer Programming   Aug 2024

Skills & Interests

Programming Languages: Python, Java 11/8/19, C, HTML, CSS, JavaScript, OOP, PHP, React
Automation and Testing: JUnit, SQL Injection Testing, Security Testing, JSON, XML
Tools and Technologies: Oracle, MongoDB, MySQL, Git, Maven, Eclipse, Terraform, Dart
Frameworks and Methodologies: Agile (Scrum), API Development, ETL Processes, UI/UX Design, Spring Boot, JPA, Kotlin
Soft Skills: Problem-solving, Collaboration, Adaptability, Communication, Time Management, Attention to Detail