

## SUMMARY

- Result driven IT Professional with 3+ years of experience in streamlining processes and boosting productivity by solving complex technical problems with an analytical and driven mindset.
- Proficient in defining and documenting project requirements, adhering to project milestones, timelines, and deliverables.
- Competent in SDLC (Planning, Analysis, Design, Development, Testing and Integration), ensuring robust and secure system.
- Continuously adapting and learning to stay updated with evolving technologies and industry trends.

## WORK EXPERIENCE

JR.RPA DEVELOPER CO-OP STUDENT/INTERN | ALBERTA HEALTH SERVICES

Sept 2023 - Current

- Implemented an RPA solution for parking citation generation across all AHS parking lots, resulting in a remarkable **62-hour monthly time savings**, equivalent to **0.4 FTE or \$20k annually**.
- Contributed to an automation for HR Hiring process responsible for extending offer letter to selected candidates and regret letters to the unsuccessful, resulting in an annual **cost savings of \$366,069**.
- Supporting multiple existing RPA workflows by proactively **resolving program bugs** and implementing **enhancements** while maintaining AHS documentation standards.
- Conducting thorough **testing** and **debugging** of automation processes to ensure optimal functionality and **performance**.
- Collaborating with **cross-functional teams** to identify opportunities for **automation integration or process improvement**.
- Completed **BluePrism Training**, achieving proficiency in designing and implementing efficient automation processes.

INFORMATION TECHNOLOGY SPECIALIST | ARROW TECHNOLOGY GROUP

May 2021 - Current

- Providing **technical support** to clients for a variety of **hardware** and **software systems**, including Arrow home internet (broadband), VoIP phone systems, workstations, and servers, leading to increased customer satisfaction and retention.
- Configured and managed **Cambium Networking** products, improving network infrastructure performance by 15% and enhancing client security through expertise in **TCP/IP, IPv4, switching and routing**, and **network firewall** administration.
- Effectively utilizing **SysAid ticketing** system to manage and process support actions and requests, resulting in 97.78% uptime.
- Collaborated with **cross-functional teams** to implement maintenance and monitoring strategies, leading to a 30% decrease in critical system failures and minimizing potential disruptions to clients' operations.

WEB DEVELOPER | BLESSING HOME CARE

Jan 2021 – April 2021

- Strategically allocated tasks within a three-member team with personal focus on **front-end development** using **HTML, CSS, and JavaScript**, to successfully **design, develop, and deploy** the company's official [website](#), resulting in increased efficiency.
- Actively participated in **meetings** with stakeholders to gather **requirements**, provide insights, and propose innovative ideas for website improvements, resulting in a streamlined and **user-centric design**.
- Utilized best **SEO** practices, optimizing website structure, meta tags, and content, resulting in a **30% increase** in organic search traffic and improved **search engine rankings**.

## EDUCATION

NORTHERN ALBERTA INSTITUTE OF TECHNOLOGY(NAIT)

Edmonton, AB

Bachelor of Applied Information System Technology | Major in Information Systems

Expected April 2024

Cumulative GPA: 4.0/4.0; Dean’s List 2022-2023

Relevant Coursework: Software Engineering; Software Development; Information Systems Security/Planning; Advance Database; AI

NORTHERN ALBERTA INSTITUTE OF TECHNOLOGY(NAIT)

Edmonton, AB

Computer Engineering Technology

September 2019 – December 2021

Overall GPA: 3.1/4.0; Dean’s List 2019-2020

Relevant Coursework: Web Development; Digital Logic; Embedded System; Process Automation; Semiconductor; Networking; OOP

## TECHNICAL SKILLS

**Languages:** HTML, CSS, JavaScript, Python, C & C#, T-SQL (SQL SERVER), jQuery  
**Frameworks and Tools:** Django, .NET, Git, PowerBI, MongoDB, REST APIs, React.js-Redux, Bootstrap, SVN, Oracle-Taleo  
**Methodologies:** SDLC, Agile/Scrum, UML, Object Oriented Analysis/Design/Programming, DevOps, Web Development  
**Certificates:** Django Essential Training, Learning React.js, WordPress 5 Essential Training, WordPress 5 : Site Administration

## PROJECTS

**CLUB BAIST:** Designed and executed a robust golf website as part of a **Software Engineering** course, utilizing **ASP.NET** and Razor Pages. Employed **UML** practices (**OOA and OOD**) for design and **OOP** for coding. Integrated **SQL Server database** for seamless management of tee times, scores, handicaps, memberships, account details, transaction summaries, and more. Followed **Unified Process (Inception, Elaboration, Construction, and Transition)** and Agile methodology throughout the project lifecycle.

**IT MANAGED SERVICES:** Built a modern UI and a robust **Django**-based ticketing system utilizing **ORM** as part of a **capstone** project, following the **Software Development Life Cycle (SDLC)**. The system enabled customers to create and track tickets, empowered staff to manage tickets, assign tasks, generate invoices, and equipped technicians with tools like TeamViewer to resolve assigned tickets. The advanced system facilitated seamless communication and efficient issue resolution for the client's IT business.

**HARDWARE STORE POS:** Built a store management system on **.NET Framework** using **ASP.NET** and **Razor Pages**. Implemented robust database functionality with SQL Server by **designing tables**, writing optimized **queries**, and creating **stored procedures**. Utilized the **Model-View-Controller (MVC)** pattern to streamline customer data, staff records, inventory, and sales management.