
ALLANIS JOICE ELECTRA J. SUMAYA

3 - 1230 Avenue Road, Toronto, ON, M5N 2G6

Tel: (647) 570-6312

AllanisJoiceElectra.Sumaya@georgebrown.ca /

allanissumaya22@gmail.com

OBJECTIVE

I am enthusiastic, self-motivated and hard-working person. I am a team worker and adaptable to all challenging situations. Moreover, I would like to expand my knowledge and skills, improve my position in the work force, and establish long term employment in a friendly environment.

HIGHLIGHTS OF QUALIFICATIONS

- Extensive experience in customer service in retail environment
- Demonstrated effective communication skills
- Completed 80 hours of Work immersion-practicum in the Philippines
- Skilled in analyzing complex problems and identifying the root cause to develop effective solution
- Skilled in developing and maintaining complex software applications and systems using best practices and coding standards

TECHNICAL SKILLS

- | | |
|-----------------------------|----------------|
| • HTML, CSS & JavaScript | • Java, Python |
| • MS Office | • MySQL |
| • Agile Development Process | |

EDUCATION

STI College Sta. Cruz

2016 - 2018

Information Communication Technology

Laguna, Philippines

- Completed personal website using HTML and CSS.
- Developed a simple inventory management system for a small business using Visual Basic that allowed users to add, delete, and update product information and generate sales reports.
- Attended various seminars and trainings with expertise in the field of Information Technology (IT) and employability skills.

George Brown College

2021 - Present

Computer Programming and Analysis

Toronto, Ontario

- Completed websites using HTML, CSS and JavaScript.
- Completed Several Console application program using different programming languages such as Java, Python, C#.
- Worked with teams, meet project dependencies and timeframes.

WORK EXPERIENCE

Shoppers Drug mart

Cashier Supervisor / Cashier

2018 – Present

- Personalized customer experiences with focused attention, assisting customers to increase customer satisfaction.
- Responded to customer inquiries and complaints in a calm and professional manner and found positive resolutions whenever possible.
- Assisted customers with purchases and offered suggestions regarding other products of interest based on their needs to increase sales revenues.
- Supervised store opening and closing procedures such as auditing cash registers, assigning responsibilities to co-workers, and allocating equipment to designated workstations that enhanced problem-solving and leadership skills.

Management Information System Office, Provincial Capital of Laguna

2017

Work immersion-practicum

Sta. Cruz, Laguna, Philippines

- Encoded the list of municipalities' data use to by the department.
- Documented assigned programs.