

Elsie Maria Benko

Information Technology BA and Project Management candidate • mbenko@gmail.com •
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Objective

Enhance my Business Analysis, PM and Information Technology skills in a stimulating environment, as a part of York University 3rd year Internship work term

Skills

- Project Management, Business Analysis, Risk Management, and Change Management
- Familiar with Agile, Waterfall and Risk Management methodologies
- Experienced in End User Design Experience, Process Design, Journey Mapping
- Development of Low / high Fidelity Prototypes, Java, HTML/CSS, and SQL solutions
- Strong Microsoft Office (PowerPoint, Word, Excel) skills
- Excellent teamwork aptitude as well as verbal and written communication skills

Experience

Project Manager | IT Department, York University, part-time Intern, Toronto, 2022-2023

- Managed a project focused on the analysis and implementation of Risk Management practices
- Coordinated a team of 4 stakeholders, including Business Analysts and department managers
- Presented weekly reports to the stakeholders
- Was nominated for York University DARE – Dean's Award for Research Excellence

Business Analyst | The Ministry of Health, Ontario Health, part-time Intern, Toronto, 2021 – 2022

- Assisted in the development of process and journey maps based on customer feedback
- Participated in workshops with internal and external customers
- Prepared communication, including project plans, meeting minutes

Team Manager | Canada Smiles Soccer Club, part-time volunteer, Toronto, 2015 - Present

- Developed team schedules and assigned playing times
- Oversaw communication with players (4-10 years old) and parents
- Refereed games and collected payments

Hostess | East Side Mario's, North York, 2020

- Responsible for all phases of the customer communication process, from reservations and customer greeting to billing and payment
- Ensured compliance with Covid-19 standards

Education

Bachelor of IT and Project Management, York University, 2020 – 2024 (pending graduation)

- In recognition of high academic achievement, selected to lead IT Risk Management stream
- Nominated for York University Dean's award in 2023
- Currently placed in the top quartile

Enhanced program for Film Arts and Technology, Claude Watson High School, graduated in 2020

- Honor roll student each of the 4 years

Volunteering and Extra-curricular

- Athlete of the Year Award as a player and coach Soccer and Rugby
- Volunteer for the Claude Watson Program for Film Arts and Technology