

**Skills**

HTML5	★★★★	C++	★★★
CSS	★★★★	Java	★★★★
SQL	★★★★	Photoshop	★★★★
JavaScript	★★★	Matlab	★★

Working knowledge of **ITIL** practices and **Lean/Six Sigma** process improvement methodologies gained from previous coop experiences.  
 Excellent **analytical** and **problem solving** skills, developed from previous technical support experiences.  
 Knowledge of good **Engineering design** and **SDLC** practices.

**Experience*****Pitney Bowes Inc.***

May-August 2013

Data Mining/Web Development Intern

Assisted Data Mining team in data collection and analysis for projects as required.  
 Created User Interface mockups based on client requirements for updates to the Volly brand Density Simulator.  
 Developed and executed a full-stack (front-end and back-end) site redesign, using the **Play! framework** in conjunction with **Heroku**, **Twitter Bootstrap**, and **PostgreSQL**.

***Ontario Lottery & Gaming Corporation***

January-April 2012

Process Specialist/Business Intelligence Developer

Developed and executed CIO dashboard automation project.  
 Worked with Business Intelligence team, developing SQL to analyze, test data and run reports for users using **MySQL**, **IBM Cognos**, **DB2** and **Aquadata Studio**.  
 Prepared high level process maps and database diagrams in **Microsoft Visio** and project documentation for end users.  
 Worked with the Business Process Improvement team to test and deploy a new IT Service Management tool using **Six Sigma** methodology.

***Maple Leaf Foods Inc.***

May-August 2011

Information Solutions Analyst, Client Support

Provided **second level technical support** to the Service Desk team.  
 Compiled **VBA** scripts to automate the hardware configuration process as part of the PC lifecycle project.  
 Collaborated with the SAP Deployment and Six Sigma teams to analyze the company's SAP deployment strategy.

***Trapeze Group***

September-December 2010

Help Desk Technician

Worked with employees to troubleshoot all hardware and software issues using **ITIL** procedures.  
 Managed FTP accounts using **Unix scripts** and maintained **MySQL** and **MS Access** databases.  
 Provided technical documentation; thus, developing strong **oral and written communication** skills.

***Cyberdon Inc.***

January-April 2010

Technical Support Intern

Troubleshooted all **wireless internet/networking** issues.  
 Managed the inventory system and restructured the company's CRM database.

## Projects

### ***4th Year Systems Design Project***

September 2013-Present

FarmEutopia: an Agricultural Policy Simulator

Working in collaboration with Social Innovation Labs to design the user interface for a decision making simulation game for policy makers.

Developed user interface in HTML5, CSS3, and JavaScript on a 2D canvas, which incorporates geolocation and map elements.

### ***3B Systems Design Project***

January-April 2013

JadeMaps: Map-Based Classifieds

Worked with four colleagues to develop an android application and a web application for map-based classifieds.

Developed user interface for the web application in HTML5, CSS3, and JavaScript.

Developed screens for the mobile application in PhoneGap using HTML5, CSS3, and JavaScript.

### ***3A Systems Design Project***

May-August 2012

Adjustable Hospital Bed

Worked with four colleagues to build an affordable, adjustable hospital bed prototype, for use in third world countries.

## Education

### ***University of Waterloo***

September 2009-June 2014

4B Systems Design Engineering

Honours Systems Design Engineering, Engineering International Student Grant

Relevant Courses: Software Design, Interface Design, Machine Intelligence, User Centered Design Methods, Digital Computation, Human Factors in Design, Operations Management, Data Structures & Algorithms.