

Don Miguel

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Skills

- Experience in problem solving and customer service skills demonstrated through experience as a technical assistant and in completing programming projects
- Experience with Python (Flask framework) together with SQLAlchemy, Java, Bootstrap, HTML, CSS and JavaScript/jQuery/AngularJS
- Experience with Socket Programming with Computer Networks using Java
- Proficient with Microsoft Word, PowerPoint and Excel and completed a course for writing applications in VBA

Education

BSc Honours Computer Science with Professional Experience Program (PEP Co-op)

Wilfrid Laurier University, Waterloo, ON, 2012-present

Relevant Experience

Student Service Desk Analyst

Information Communications Technology, Wilfrid Laurier University, September 2014-present

- Provide support for the student body regarding network account information and email
- Troubleshoot wireless connectivity issues on student's laptop and mobile devices
- Answer general queries through phone, email and in person to assist students' needs

Student Technical Assistant

Information Communications Technology, Wilfrid Laurier University, Summer 2014

- Assisted technicians on the Removal of Novell project by following procedures accurately and in a timely manner
- Performed effective troubleshooting on different technical issues regarding Microsoft Outlook, Active Directory and printers
- Conducted ticket handling/assignment using VMware Service Manager

Instructional Assistant and Marker

Introduction to Programming and Data Structures, Wilfrid Laurier University, 2013-2014

- Answered queries and provided suggestions to students on how to approach lab tasks
- Assisted the Lab Instructor in marking students' work by abiding to the lab standards and expectations of the course
- Promoted a positive learning environment in the lab by encouraging students to ask for assistance

Web Developer and IT Director

PHI, Wilfrid Laurier Club of Computing, Physics and Mathematics, 2014-Present

- Works with a team in re-writing the code base of the PHI website from PHP to Python using the Flask framework for better extensibility, modularity and maintainability
- Sends out newsletters of upcoming events to our mailing list

Co-Team Leader and Programmer

Software Engineering Course Final Project, Wilfrid Laurier University, Fall 2014

- Applied software development practices and processes in a team environment in implementing a GPA calculator application written in HTML5, CSS, JavaScript and Python
- Organized meetings to establish application specifications and requirements, to draw mockups and design classes
- Conducted thorough analysis of design decisions and managed the code repository using git

Canadian Open Data Experience (CODE) Hackathon

See Toronto Blackberry Application, Team .cfg, March 2014

- Helped to complete a fully functional Blackberry Application for the Q10 and Z10
- Managed time and resources in order to meet specific requirements while keeping features from our design stage included in the final package

Other Experience

Crew Trainer

McDonald's, Creditview and Eglinton branch, Mississauga, ON, July 2010- August 2012

- Performed training to new crew members by providing constructive feedback that helped assist their growth
- Managed kitchen station under busy hours to maintain steady flow of sales
- Paid attention to detail when assembling sandwiches especially during 'mystery shop times' to deliver quality food