JAMIE KIM

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PROFILE

I am seeking for a work opportunity, where I can apply my knowledge and skills for continuous improvement as well as develop my interests and passions. I thrive in a fast-paced, tech-savvy environment while maximizing customer experiences.

EDUCATION

University of Toronto
Honours Bachelor of Computer Science (Human-Computer Interaction), Minor in French | 2016 – 2020 (Expected)

WORK EXPERIENCE

TAGlab
Software: Front-end Developer | June 2019 – Ongoing | Toronto, Ontario
- Revamped UI for senior-centred mobile support applications at the University of Toronto
- Developed GUI design guidelines to solve usability issues in hands-free speech interfaces

UDesign Creative Agency
Graphic Design: Designer | October 2017 – Ongoing | Toronto, ON
- Developed front-end assets for Sunnybrook Research Institute with team of 3 other designers
- Created branding solutions for clients associated with the University of Toronto

Samsung BioLogics
I.T. Computerized Systems Validation: Global Intern | June 2018 – August 2018 | Incheon, South Korea
- Tested and validated software programs to comply with GMP standards (21 CFR 11)
- Responsible for KPI Reporting to ensure efficiency and optimization in I.T. Department

Chartered Financial Analyst (CFA) Institute
Clerical Work: Proctor | June 2017 – December 2017 | Toronto, ON
- Requested and verified personal identification and test ticket information
- Administered exams and supervised to ensure candidates did not indulge in misconduct

Shoppers Drug Mart
Retail & Customer Service: Front Cashier | June 2014 – January 2015 | Oakville, ON
- Implemented new customer service strategies, increasing customer satisfaction by 5% in 2 months
- Operated POS cash register, handling 100+ daily transactions on average
- Assisted in training of three new cashiers and monitoring cash limits

EXTRACURRICULAR EXPERIENCE

Rotary Club District 7070
Publications & Design Associate | April 2015 – Ongoing | Toronto, ON
- Spearheaded viral campaigns for the organization's events and conferences
- Increased the page visits of the organization's website by 90% through social media marketing

University of Toronto Women in Computer Science
Webmaster | September 2017 – Ongoing | Toronto, ON
- Created social media avenues (website, e-newsletter, Facebook ads) appealing to undergraduates
- Served as point of contract for first year students with regards to academic questions

SKILLS & LANGUAGES

- MS Office
- Adobe PS, Illustrator

- English, French, Korean
- Python, Java, HTML, CSS

- MySQL + Route 53
- Web Design