

# JAMELA SANCHEZ

2 Dunmail Drive Scarborough, ON M1V 1J5

☎ +1-437-566-9511

✉ jamelasanchez26@gmail.com

🌐 <https://jamsanch26.github.io/myPortfolio/>

Enthusiastic and self-motivated professional with a strong foundation in software design and application development, with over three years of experience in project coordination and administrative support, placing great emphasis on quality assurance and process optimization. Proficient in MS Office applications and experienced in IT support, administrative and customer service, possessing both problem-solving and attention to detail. Driven by a passion for operational efficiency and customer satisfaction, I thrive in collaborative, high-performing teams.

## SKILLS

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- Capable of leading projects independently or in teams.
- Adept in or with React, Angular, Node.js, and Express.js.
- Knowledgeable in SQL and MongoDB for data management.
- Proficient in system troubleshooting and software configuration.
- Solid foundation in software design and application development.
- Proficient in Microsoft Office (Word, Excel, PowerPoint, Outlook).
- Efficient in monitoring performance and implementing quality corrections.
- Effective customer service professional in managing inquiries and enhancing satisfaction.
- Proficient in programming languages, including C#, Java, JavaScript, C++, HTML, and CSS.

## CERTIFICATIONS

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|---|-------------------|
| ● Python for Data Science, AI & Development Certificate - IBM, Coursera | April 1, 2025     |
| ● Ontario College Diploma - Centennial College                          | December 17, 2024 |
| ● Factory Process Audit Compliance, Product Safety SOPs - MTS           | August 15, 2022   |
| ● NHI Customer Service Training Certificate - Teleperformance           | December 22, 2018 |
| ● Honor Graduate Certification - Civil Service Commission               | August 30, 2018   |
| ● Bachelor's Degree Certificate, Cum Laude - Samar College              | May 29, 2018      |
| ● Academic Performance, Dean's List - Samar College                     | March 16, 2018    |
| ● Best Capstone Project Design and System Operation - Samar Collge      | March 16, 2018    |
| ● On-the-Job Training Certificate, IT Support - SPI CRM Inc.            | September 9, 2017 |

## EDUCATION

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### Software Engineering Technician

September 2023 - December 2024

Centennial College, Canada

- Learned principles of software engineering.
- Gained programming skills and knowledge in database concepts.
- Developed skills in client-side web development and web application design.

### Bachelor of Science in Information Technology

June 2014 - April 2018

Samar College, Philippines

- Gained knowledge in computing principles.
- Developed problem-solving techniques in data structures.
- Explored applications development and emerging technologies.
- Learned basic and intermediate programming skills and in information management.

## WORK EXPERIENCE

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### Team Member | Tim Hortons CA

September 2023 – November 2023

March 2025 – Present

- Entering sales into a cash register and collecting/processing payment.
- Providing great customer service by preparing coffee and food orders.

### Senior Quality Coordinator | NyanKids (Cambodia) Ltd. KH

February 2020 – May 2023

- Booking inspections factory audits and follow-up pre-final inspections.
- Attend PPM, keep and update all necessary documents and quality SOP.
- Performs final inspections, performance reporting, monitors best practices.
- Monitoring the performance of factory staffs, including the machines used in production.
- Training factory staff, conducting inspections, and implementing corrective actions as needed.

### Customer Service Representative | Teleperformance PH

October 2018 – January 2020

- Managed all customer inquiries and provided effective solutions to ensure satisfaction.
- Entered and maintained data from customers into various software programs accurately.
- Collaborated with team members to improve processes & enhance overall customer experience.
- Troubleshoot equipment and system problems, escalating issues as necessary to ensure timely resolution.

### Ticket Officer Accounting Clerk | Roperl Trademart PH

April 2018 – September 2018

- Performing basic office tasks, such as filing, data entry, answering phones, processing the mail.
- Responsible for handling ticket reservations, cancellations, and alterations of customers flight.

### IT Support Intern | SPI CRM INC. PH

June 2017 – September 2017

- Troubleshoot system & install/configure computer hardware operating systems & applications.

## PROJECTS

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### GTA Garage Deals | Centennial College

September 2024 – December 2024

- Developed a web application as a group project for the Software Engineering program.

### The Magic Chef | Centennial College

June 2024 – August 2024

- Developed a web application as part of the third semester in the program, utilizing React.js, Express.js, Node.js, and MongoDB.

### On-the-Job Training Monitoring System | Samar College

September 2014 – March 2018

- Developed a system to enhance on-the-job training management for the capstone project, focusing on design and documentation.

## VOLUNTEER WORK

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### Volunteer IT Service

April 2018

Bureau of Local Government Finance, Catbalogan City, Philippines

- Provided volunteer IT service during the Training for the Roll-Out of the eSRE v3 under the LGU Integrated Financial Tools (LIFT) System.

### Participant

October 2017

Social Welfare and Development, Catbalogan City, Philippines

- Actively participated in the Capacity Building of BCPCs (Planning Workshop on the Formulation of Barangay Juvenile Intervention Program).

### Participant

October 2014

Samar College, Catbalogan City, Philippines

- Attended a 2-day leadership training and teambuilding workshop aimed at fostering leadership skills and team collaboration.