

Juan Brito

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Career Objective

A highly reliable and enthusiastic computer science student looking to gain experience in the software development industry.

Highlights of Qualifications

- Computer skills: ability to adapt to any software thrown my way; proficient in Microsoft Office Suite including Excel, Access, PowerPoint, and Word
 - Technical knowledge of Linux, Windows, Windows PowerShell
 - Knowledge of AWS technologies
 - Programming skills in Java, C, HTML, NODEJS, Android, assembly
 - Exposure to Virtualization and VMware products
 - Knowledge of SQLite, and MySQL Query Syntax
 - Exceptional customer services skills obtained through 5 years of experience working in the service industry.
 - Effective communication and public presentation skills
 - Involved in multiple social clubs at including Ignite at Humber college
 - Bilingual- Fluent in English and Spanish
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Education

Algoma University

Bachelor of Computer Science

September 2018 - Present

Humber College

Computer Engineering Technology Advance Diploma

September 2013 - April 2017

Work Experience

Algoma University

Teaching Assistant

- Graded student assignments
- Conducted tutorials when needed
- Assisted students with questions regarding content
- Assisted computer science department accordingly

1520 Queen St E, Sault Ste. Marie, ON P6A 2G4
September 2020 to December 2020

Ontario Lottery and Gaming

Infrastructure Operations

- Created PowerShell scripts to manage Active Directory
- Migrated expired LTO5 tapes to a new storage solution
- Decommissioned servers that were no longer in use
- Documented incidents and change requests using ServiceNow ticketing system
- Generated detailed reports using Excel spreadsheets
- Worked with multiple departments to complete projects

70 Foster Dr, Sault Ste. Marie, ON P6A 6V4
June 2020 to August 2020

Algoma University

Teaching Assistant

- Answered questions from students
- Graded assignments
- Evaluated program demonstrations from students
- Reported to professor regularly
- Assisted computer Science department as needed

1520 Queen St E, Sault Ste. Marie, ON P6A 2G4
September 2019 to May 2020

Bill Gosling Outsourcing*Collections Agent*

16635 Yonge St #26, Newmarket, ON L3X 1V6

March 2018 to August of 2018

- Worked on phones to deliver customer service
- Managed inbound and outbound calls accordingly
- Complied with multiple regulations governing over the phone service
- Managed transactions over the phone and processed customer requests
- Deescalated calls when necessary and escalated towards appropriate department
- Reported to manager of daily operations
- Used outlook to communicate and deliver daily tasks to the entire team
- Collaborative work

Vanellies*Customer Service Representative*

17600 Yonge St, Newmarket, On L3Y 4Z1

Jan 2012 to Dec 2017

- Assisted with customer orders and resolved customer service concerns
- Managed day to day activities including cash reconciliation and balancing
- Monitored and maintain Supply inventory
- Inspected customer orders to assure quality
- Reported to manager of daily affairs
- Supported management with training, mentoring and coaching of new employee

Volunteer Experience and Interests

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| • North Michigan University programming competition | Winter 2019 |
| • Algoma University Computer Science club vice president | Fall 2019 to Fall 2020 |
| • International Collegiate Programming Contest | Fall 2019 |
| • Volunteer, St. Philip Neri Parish | 2007 to 2018 |
| • Ambassador CENG (Computer Engineering) Humber Open House | 2015 |
| • Designated Representative CENG (Computer Engineering) Humber Passive House | 2015 to 2016 |