

# Jeffrey Sy

27 Shaneen Blvd, Scarborough, ON. M1R 1B6

Phone: 416-258-5961  
Email: jeffjsy@gmail.com

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**PROFILE:** A detail-oriented software developer, with skills in utilizing a variety of platforms including Javascript, Java, SQL, PL/SQL and C#; effective communication skills to explain complex software issues to non-technical persons.

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## SUMMARY OF QUALIFICATIONS

- Currently enrolled in the Software Engineering Technology Advanced Diploma program at Centennial
- Completion of a Bachelor of Arts – Sociology, Ryerson University
- Excellent problem solver and fast learner using strong analytical skills and following detailed instructions
- Work well independently or as part of a team with strong team and client service communication skills
- Languages: English, Tagalog

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## TECHNICAL SKILLS

- Knowledge of JavaScript, C#, Java, J2EE, Oracle, MS-SQL Server, Unix/Linux, Microsoft's .NET, HTML/XML
- Knowledgeable in Rich Internet Applications, Mobile Computing, Software Security
- Specialized in object-oriented software design, user-oriented interface design, algorithm concepts, and data management tools
- Ability to design and develop software applications, human-computer interfaces, and enterprise information systems and more
- Experienced and knowledgeable in software testing, security/risk management, database architecture, version repository, agile and scrum methodologies and more

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## EDUCATION

### Software Engineering Technology Co-op Diploma

Centennial College, Toronto, ON

Sept. 2019 – Present

GPA: 4.382

#### Related Courses:

Programming I, II, III  
Software Engineering Methodologies  
Web Services Programming  
Advanced Database Concepts  
Systems Integration

IT Project Management  
Networking Technologies  
Advanced Web Applications Development  
Software Security  
Software Testing and Quality Assurance

#### Academic Projects:

- Web Design – Developed a portfolio website using HTML, CSS & JavaScript
- Theatre program – Programmed a simulation of a theatre marquee that displayed show listings based on various attributes such as time of showing, cast, genre, etc. written in C#
- Database query – Utilized SQL and PL/SQL to create and maintain a database for an online store specializing in apparel
- Prepared a Software Requirements Specification document for the purpose of developing an app designed for collectors and hobby enthusiasts

**Bachelor of Arts – Sociology**  
Ryerson University, Toronto, ON

April 2013

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## WORK EXPERIENCE

### Customer Services Representative

Aug. 2018 - July. 2020

Mackenzie Investments. Toronto, ON

- Received and placed customer service telephone calls
- Maintained customer relationships by handling questions and concerns with speed and professionalism
- Resolved customer complaints, managed records and drafted reports on customer service issues
- Performed data entry and research as required to troubleshoot customer problems

### Forest Hill Group

Aug. 2014 – Sept 2018

Valet, Concierge. Toronto, ON

- Receive and redirected mail, phone calls, packages, visitors, etc.
- Anticipated guests' needs in order to accommodate them and provide exceptional experience
- Directed traffic in the parking area as needed and assisted guests in navigating the property
- Patrolled the building perimeter and premises and performed security duties, including inspection, testing and maintenance of security systems.

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## EXTRACURRICULAR ACTIVITIES

### Terry Fox Run (Volunteer)

2006 - Present

Toronto, ON

- Worked as part of a team to setup and maintain the event area.
- Provide refreshments and support to race participants
- Worked closely with other volunteers to provide a safe and family friendly event area and course