

# Jenny Long

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## EDUCATION

### B.Sc. Computer Science Candidate

(Expected graduation May 2023)

Ryerson University, Toronto, ON

Software Engineering Concentration

CGPA: 4.20

### B.A. (Hons) Psychology May 2017

York University, Toronto, ON

GPA: 7.47

## TECHNICAL SKILLS

### Languages

HTML, CSS, JavaScript, Python, Java, PHP

### Operating Systems

macOS, Windows, Linux

### Other Skills

Microsoft Office Suite (Word, Powerpoint, Excel), MySQL, SPSS, Git

### Spoken Languages

English (Native)

Cantonese (Conversational)

## PROJECTS

### Personal Website

Dec 2020 - Jan 2021

- Developed a personal website to establish an online presence
- Built on HTML, CSS, JavaScript, and Bootstrap

### Race Against Time

Nov 2020 - Dec 2020

- Collaborated with three peers to create an online escape room that aims to educate and entertain the general public about the coronavirus
- Co-lead the logistics portion of the project by organizing meetings, demo preparations, and task delegations; received 93% on the final grade
- Built using HTML, CSS, JavaScript, jQuery, PHP, MySQL, and bootstrap

### Student Registry Simulator

Feb 2020 - Apr 2020

- Developed a Java-based student registry simulator that creates active courses, enrolls students to courses, drops courses, sets grades, and scheduler which prints the student's schedule

### Poker Hand Recognition

Oct 2019 - Nov 2019

- Developed a Python program that evaluates and identifies the type of poker hand by a 10-character string

## EXTRACURRICULAR

### Peer Mentor

Mar 2020 - present

Trimentoring Program

Ryerson University

- Connected with two first-year computer science students and shared personal experiences and academic advice which helped them transition smoothly into their first year

### Event Marketing Associate

Women in Computer Science

Ryerson University

- Assisted the Director of Social Media in creating content for the social media plan
- Created technology news content for WICS social media platform monthly

## PROFESSIONAL EXPERIENCE

### Key Holder

DalyCarol Fashion | Toronto, ON | Oct 2015 - Nov 2020

- Interacted with approximately 50 customers daily, building a strong customer base by providing personalized product recommendations, resolving issues, and following up on products
- Succeeded in increasing weekly sales by 10% while accomplishing a high level of customer service

### Supervisor

Jugo Juice | Vaughan, ON | Oct 2014 - Sept 2015

- Opened and closed store according to company policy and guidelines
- Assisted and trained new associates in all cash register responsibilities including cash balancing, handling customer purchases, and organizing the cash register
- Established strong rapport with regular customers and employees with an optimistic and engaging attitude
- Investigated and resolved customer inquiries and complaints in a timely and empathetic manner