Kate Charleton

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EDUCATION

UNIVERSITY OF WINNIPEG

Winnipeg, MB

Bachelor of Science

Expected May 2025

Major in Applied Computer Science

Relevant Coursework: Java OOP, Data Structures & Algorithms, Web Programming, Software Requirements Analysis & Design, Project Management, Databases, Computer Networks, Computer Architecture, Human Computer Interaction, Design Patterns.

WORK EXPERIENCE

TTEC Remote

Bilingual Customer Service Representative

Jun 2022 - Sep 2023

- Outsoured to Cirque du Soleil, contributing to ticket sales optimization and customer support.
- Proactively communicated with a world-wide customer base, adeptly resolving ticket-related concerns, including refunds, date exchanges, and escalations to supervisors.

FARMERS EDGE Winnipeg, MB

IT Student

Aug 2021 – Jun 2022

- Conducted a thorough account cleanup across Office365, Dropbox, Concur, and various other software programs.
- Collaboratively engaged in an AD Join Project, remotely enhancing user login procedures across North American computers.
- Created and maintained detailed documentation, serving as a valuable resource for troubleshooting and auditing.

WORLD OF WATER Winnipeg, MB

Sales Associate

Jul 2018 - Sep 2022

- Expertly provided personalized customer support by processing orders, showcasing products, and addressing inquiries
 regarding inventory.
- Seamlessly executed order fulfillment duties: efficient loading and preparation of purchases, coordination of deliveries.
- Proficiently prepared bank statements, skillfully organized files/records, managed incoming and outgoing correspondence.

ACTIVITIES

CO-OP PROGRAM Winnipeg, MB

Student Member

Sep 2023 – Present

- Actively participated in diverse skill development sessions.
- Volunteered at Future Student Night, passionately promoting the co-op program to new students, showcasing its transformative impact on personal and professional growth.
- Actively participated in industry-relevant events, fostering a dynamic network of connections within the industry.

WOMXN IN APPLIED COMPUTER SCIENCE ASSOCIATION

Winnipeg, MB

Student Member

Sep 2021 - Present

Participated in student events and cultivated networking opportunities.

UNIVERSITY OF WINNIPEG APPLIED COMPUTER SCIENCE ASSOCIATION

Winnipeg, MB

Vice President & Hackathon Coordinator

Jun 2023 – Apr 2024

- Provided strong leadership and support to the association, collaborating with the President and executive board to plan and
 execute diverse computer science events.
- Fostered member engagement by coordinating committees, promoting participation in projects, and facilitating academic support.

ADDITIONAL

Technical Skills: Java, Javascript, HTML, CSS, Assembly, SQL, Microsoft Office, Python, Figma, Salesforce, Zoom. **Languages**: Fluent in English and French.