

KRISTIANA BIANCA SENANGELO

• Applied Computer Science Graduate •

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SKILLS

- Typing speed of at least 65 WPM
- Has a strong work ethic and looking to grow professionally
- Has extensive experience in communicating with people through multiple customer service jobs
- Has experience with talking to clients over the phone and recording information (data entry)
- Can maintain strict customer and company confidentiality policies
- Has computer literacy and can easily learn new applications and is proficient in numerous Microsoft applications
- Is very organized with information and schedules, as well as a great attention for detail
- Can work independently and/or with little supervision
- Can work in team settings; is willing to do all types of collaboration and communication to all departments in the company (interpersonal skills)
- Has a keen attention to detail and possesses analytical skills
- Has experience and knowledge Object Oriented Design
- Can communicate efficiently and effectively through verbal and written forms

RELEVANT COURSES TAKEN

- Web Design - HTML & CSS language - project experience
 - Prince of Project Management - Project manager/team knowledge
 - Internet Programming - HTML, CSS, & JavaScript language
 - Programming I, II, and Data Structures - Java language and Object Oriented Design
 - Database Systems I & II - SQL language, data entry and queries knowledge, database diagrams knowledge
 - Human-Computer Interaction - Designing and prototyping knowledge (flows, sketching, journey maps, paper and digital prototyping, user interface designing) - project experience
 - Software Requirements Analysis and Design - Drafting/brainstorming and design knowledge - project experience
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- Strategies in Technical and Professional Communication - Making numerous types of professional documents, as well strategies for good communication and presentation in the workplace.
- Introduction to Conflict Resolutions Studies - Conflict knowledge, how to resolve and avoid conflict, how to help others with conflict in the workplace
- Business Applications System Deeper knowledge on different business systems, flowcharts, and diagrams
- E-Commerce knowledge on online transactions. Includes design architecture, marketing, business-related concepts and lingo, etc.

PROJECTS

**Portfolio available upon request*

- Coffe App Prototype - Sept. 2021

My team and I designed and developed a prototype for "Coffe", an app that can host all different kinds of cards. It was finished in three months. We used UXPin as our wireframe.

- Project manager tasks:
 - Organized the group by scheduling meetings and making outlines
 - I make sure to fully understand the project requirements and specifications so I can accommodate my team's questions and concerns
 - In charge of collecting, organizing, and passing all of the final documents
- Other project takeaways:
 - Learned how to make a prototype at different stages, like paper, low, mid, and mid-high prototypes
 - Experienced researching and gathering user data through surveys and interviews
 - Learned about team collaboration on independent tasks, like designing the paper prototype

- Selkie website - Jan. 2021

I made a website for an existing company called "Selkie", a clothing company. This was a solo project and I finished it in three months. This project...

- Made me more proficient with HTML & CSS
- Let me know the production process by conceptualizing the website design in all of its phases (beginning to final revisions)
- Helped me gain better personal discipline when it comes to doing scheduled tasks

- Improved Indeed.com website conceptualization - Sept. 2019

My peers and I had to design and analyze an improved Indeed.com. Our project consisted of us making various types of diagrams, with an emphasis on the system rather than the user (stark contrast to the Coffe project). Through this project, I...

- Had a better understanding on time management and being in a team setting
- Learned to independently do my personal tasks whilst making sure my team was still well supported
- Experienced making different types of charts and diagrams (specific ones shown in portfolio)

LANGUAGE, COMPILERS, AND TOOLS USED

- Java
- HTML & CSS
- JavaScript
- SQL
- C++/C

- PostgreSQL
- IntelliJ
- BlueJ
- Atom
- GitHub
- Balsamiq
- UXPIn
- jQuery
- VisualBasic
- Adobe Photoshop
- Microsoft Office (Word, Excel, PowerPoint, Access, Teams, Outlook)

EDUCATION

2018 - 2022 • University of Winnipeg

- Recently graduated with a BSc degree in Applied Computer Science: Information Systems
- Has a minor in Rhetoric and Communications
- Recipient of UWinnipeg entrance scholarship & bursary, and University of Sto. Tomas Alumni Association of Manitoba bursary

2018 • Maples Collegiate High School

- Graduated with honours
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EXPERIENCE (WORK AND VOLUNTEER)

2021 - present **Writing Tutor**

Writing Centre at University of Winnipeg

- Experienced talking to numerous tutees and dealing with multiple papers all at once
- Responsible for meeting the tutee's individual paper needs/goals
- Collaborated with tutees on brainstorming or proofreading sessions
- Made customized sessions for tutees, depending on their writing level
- Guided tutees to improve their overall writing

2021 - 2022 **Volunteer Mentor**

STEM Peer tutor Mentorship Program (SPMP) at University of Winnipeg

- Gave university-related advice to the assigned mentee
- Helped mentee acclimate to university life
- Guided mentee with course-related advice and suggestions
- Checked up on mentee regularly
- Kept mentee up to date on SPMP activities and events

2018 - 2020 **Sales Associate**

Mountain Warehouse

- Learned product information to effectively talk about its specifications and advantages to customers
- Greeted and conversed to multiple customers at once
- Proficient in the company's distinct cash register system and with handling money
- Provided continuous support for the team in all areas of the store floor
- Multitasked different activities needed to be done around the store

2016 - 2017 **Telemarketer**

Telesolutions

- Solicit orders for goods or services over the telephone
 - Read from scripts that describe products or services to persuade potential customers to purchase a product
 - Ability to deal with confidential and sensitive information
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