

Kendra Ouellet

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EDUCATION & TRAINING

Computer Systems Technology - Software Development (Co-op) **September 2021 - February 2025**
Mohawk College Hamilton, ON

- Successfully transitioned from a career in Dental Assisting to Software Development, earning Dean's Honor List recognition and contributing positively to cooperative opportunities.
- Developed and implemented full-cycle software solutions through cooperative education and team-based projects, working in an agile environment.
- Strengthened customer service skills by effectively communicating technical concepts to non-technical users, ensuring clarity and satisfaction during problem resolution through direct involvement in real-client software lifecycles.

Computer Systems Technology - Software Support **September 2021 - February 2024**
Mohawk College Hamilton, ON

- Completed hands-on labs, real-world case studies, and collaborative projects, gaining practical experience in identifying system failures, applying structured troubleshooting techniques, and maintaining detailed documentation while communicating solutions clearly to team members and stakeholders.
- Developed and implemented software testing procedures, including unit testing, black-box testing, and automated testing
- Studied multiple types of algorithms and cases where best applied.

Dental Assisting (Levels I & II) Program **September 2016 - 2017**
Niagara College Canada Welland, ON

TECHNICAL SKILLS

- **Languages & Scripts:** C#, HTML/CSS, Java, Python, JavaScript, PHP, TypeScript, C++
- **Frameworks & Libraries:** Blazor, ASP.NET, .NET, Telerik, Laravel, JavaFX, Node.js, React.js, Vue.js, Vite, Android Studio, Tailwind CSS, Bootstrap, Mantine, Inertia, Docker, WordPress
- **Databases & Storage:** MySQL, MariaDB, MongoDB, PL/SQL, PostgreSQL
- **Operating Systems/CLI:** Windows, CentOS, Ubuntu, PowerShell, Unix
- **Version Control & Collaboration:** GitHub, Azure DevOps Server
- **Hardware & Networking:** Server setup, Networking basics, MDT, BIOS configuration
- **Advanced Technical Knowledge:** 3rd Party APIs, RESTful services, Single-Page-Applications, Data Structures, Algorithms, Intelligent Systems
- **UI/UX and Graphic Design Software:** Figma, Adobe Illustrator, Gimp

EXPERIENCE

Technical Support **February 2025 – March 2025**
Elections Ontario

- Provided on-site and remote technical support to poll officials, diagnosing and resolving technical issues with a focus on client service and timely resolution.
- Conducted quality assurance on ePoll book kits, ensuring database integrity and troubleshooting technical issues to maintain system reliability.

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- Supported the setup and deployment of election technology under tight deadlines, ensuring functionality and adherence to operational standards.

Programming Co-op

May 2024- September 2024

Seradex Inc.

Hamilton, ON

- Developed an automated TestComplete program to ensure application consistency across multiple databases.
- Optimized business reports by converting Crystal Reports to Telerik for improved performance and presentation.
- Created technical documentation for TestComplete and Telerik, streamlining team adoption and usage.

Programming Co-op

September 2023 - December 2023

The City of Hamilton

Hamilton, ON

- Developed dynamic web applications using ASP.NET Core, JavaScript, and SQL, including a Training Management Application built with Blazor.
- Managed IT support and troubleshooting, resolving technical issues and ensuring seamless functionality across multiple systems.
- Collaborated with cross-functional teams, gathering requirements, implementing solutions, and maintaining version control with Team Foundation Server.

Dental Assistant

June 2017 - July 2021

Stoney Creek Dental Center

Stoney Creek, ON

- Provided patient care and created a positive experience through clear communication and attention to detail.
- Documented comprehensive and accurate notes for each appointment, ensuring thorough and reliable records.
- Managed scheduling and optimized workflows while effectively utilizing office technology.

PROJECTS

Tournament Team Manager

January 2025

- Developed a full-stack team management app for Naraka: Bladeport tournaments, using MongoDB for data storage and Discord authentication for seamless sign-ins, with a focus on simplicity and efficient team organization.

GamerHub

September 2024

- Gamer Hub is a web-based community platform for gamers to connect, manage groups, and track activities. Built with Laravel (backend), Vue 3 (frontend), and Inertia.js.
- Supports profile management, Steam integration, group creation, discussions, and event management.

Dobbert Invoice Automation

April 2024

- The system automatically intakes emailed invoices, parses them, and converts them into a format compatible with QuickBooks.