

Kiona Hutchins

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Aspiring Software Engineer specializing in Artificial Intelligence, seeking a job that allows me to apply technical skills that I'm learning, project management skills I've developed and customer service skills I've mastered with real-world experiences in the workplace.

Education

Software Engineering-AI
April 2025

January 2023 —

CENTENNIAL COLLEGE - Toronto, ON

Relevant Courses:

- Programming: C#, Python
- Web Development: HTML, CSS, JavaScript, React, Node.js
- Database Management / Operating Systems: SQL, Oracle, Linux
- Machine Learning and AI

Work Experience

Project Manager – Scheduling Operations
MyButopia Salon and Spa, Ajax, ON

October 2023 — July 2024

- Direct the development and implementation of a new scheduling app, utilizing Agile methodologies to ensure timely delivery and adherence to budget constraints, demonstrating strong organizational and leadership skills.
- Conduct Training and Onboarding sessions for new staff.
- Assist in daily operations and staff scheduling.
- Push effective sale strategies and promotional campaigns to drive sales to salon services.
- Oversee salon operations through the scheduling app and promote appointment booking.
- Maintain client records and manage data entry for the scheduling app, ensuring accuracy and data integrity.
- Organize and execute promotional and educational events to launch the scheduling app and showcase salon new products.

Work Experience Cont.

Customer Solution Specialist - Loyalty Department.
Rogers Communications, Toronto, ON

June 2018 — May 2024

- Provided comprehensive technical support, logging inquiries, and resolving customer issues in accordance with Rogers protocols, demonstrating strong problem-solving and troubleshooting skills.
- Network Troubleshooting. Assisted in troubleshooting LAN/WLAN network problems, showcasing my technical acumen in networking.
- Documented procedures and technical solutions using technical writing skills, ensuring clarity and consistency.
- Account Management. Supported maintenance of end-user accounts, permissions, and passwords, highlighting my attention to detail & organizational skills.
- Effectively communicated product and service details to current and potential customers, articulating the value of Rogers' offerings and addressing inquiries with clarity.
- Collaborated with colleagues to maintain a productive team environment, contributing to team meetings and discussions both virtually and in-person.
- Nurtured and maintained relationships with existing clients, ensuring their ongoing satisfaction and loyalty to the company.
- Utilized problem-solving skills to identify the root cause of hesitant customers and find solutions, handling rejection and objections with resilience.

Mcdonalds Guest Experience Leader
Mcdonalds, Pickering, ON

June 2016 — September 2018

- Led team initiatives to enhance overall customer satisfaction and team effectiveness, fostering a collaborative work environment.
- Employed problem-solving skills to proactively address customer needs, ensuring a positive guest experience.
- Implemented best practices to ensure operational integrity and reliability, maintaining high standards of service.
- Actively participated in weekly check-ins and performance review processes, contributing to continuous improvement.
- Inclusivity: Cultivated a culture of high performance and inclusivity, promoting teamwork and cooperation among staff.

Skills

- Programming Languages: C#, Python
- Web Development: HTML, CSS, JavaScript, React, Node.js
- Database Management: SQL, Oracle
- Software Development: SDLC, Software Engineering Requirements, Agile Methodologies, Team leadership
- Technical Proficiency: Digital scheduling systems, CRM software
- Operating Systems: Linux
- Data Analysis: Data extraction, analysis, and interpretation
- Technical Skills: Strong analytical, troubleshooting, and problem-solving skills. Excellent interpersonal and communication skills. Proficient in Visual Studio Code & Github, Oracle, Microsoft 365, PowerPoint, Excel, Visio, and Teams.
- Experience: Leading/ implementing projects involving significant changes to business systems and processes. Managing resources, system development, and budgeting.
- Additional Skills: Event Planning, Client Relations, Marketing, Analytics & Financial Oversight.

Volunteer Experience

Girls Inc Mentor – Local Youth Program
Girls Inc, Ajax, ON

June 2018 — September 2023

- Mentored high school students in developmental projects and workshops.
- Guided program direction, goals, and objectives.
- Facilitated discussions on new programs, workshops and training.

Mentee - 1:1 Mentorship Program
Npower, Toronto, ON

April 2023— December 2023

- Facilitated weekly 1:1 and group sessions focusing on career development and skill enhancement.
- Followed NPower Canada's mentorship framework to guide discussions.
- Shared insights on industry trends and professional growth.

Additional Information

Availability: Open to relocation and flexible work arrangements

Reference Information

Kayla Ritchie- Manager
2024

June 2018— May

Rogers, Toronto, ON

- Email: Kayla.RitchiePeciak@rci.rogers.com
- Phone: (289) 980-3406
- Relationship: Former Manager

Vidamin Simmonds- Manager
Present

January 2023—

MyButopia Salon & Spa, Toronto, ON

- Email: mybutopiasalon@gmail.com
- Phone: (416) 457-1153
- Relationship: Current Manager