

Ka Wei (Carrie) Leung

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SUMMARY OF QUALIFICATIONS

Research Skills

- Excellent in concise writing for either programming or human languages
- Excellent time management skills in demanding programming sprints
- Proficient in analysis of writing, quantitative databases, and other communicative formats
- Proficient with other related computer programs MS Word, PowerPoint, and Excel as well as editing programs like Photoshop

Project Management Skills

- Excellent cooperation and independent management of specific project details
 - Highly reliable in team-oriented settings requiring strong coordination skills and initiative
 - Positive attitude in high-stress environments and excellent with conflict resolution
 - Great communication in task delegation and reporting strengths/weaknesses of projects
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EDUCATION

Graduate, Honours Bachelor of Arts with Distinction September 2016 — November 2020

University of Toronto Scarborough

- English Specialist Program
- Cumulative GPA **3.4 out of 4.0**

Ontario College Advanced Diploma September 2022 — Apr 2025

Seneca College (Newnham Campus)

- Computer Programming & Analysis (CPA)
 - Semester 1 GPA **4.0 out of 4.0**
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RELEVANT COURSES/EXTRACURRICULAR ACTIVITIES

Introduction to Object-Oriented Programming (C++)

- Learned the basics of polymorphism and inheritance through a series of workshops that applied concepts of object-oriented programming
- Dynamic memory allocation and deallocation learned through compiling through valgrind to check for memory leaks
- Effective methods of class declaration and operator overloads to create a functioning application for mock-shopping with simple calculations and arrays of item objects

Software Testing

- Worked in a group environment as a team leader in an extensive Agile project with multiple stages of blackbox, whitebox, integration and acceptance testing
- Utilized GitHub in order to maintain project integrity and created branches that were pulled upon review
- Utilized Jira in order to organize tasks, delegate, and report bugs found in the project
- Successfully submitted a working application that calculated the shortest route possible for a mock shipping company

Web Programming Principles

WORK EXPERIENCE

Customer Experience Associate

March 2022 — Present

TD Canada Trust

- Assisting clients with daily banking needs through multiple applications
- Retaining customer business and satisfaction through exceptional customer service
- Verifying customer and transactions in order to protect both the client and bank's assets
- Calling internal departments in cases of fraud, complicated transactions and more.
- Leveraging extensive knowledge of banking products and services to ensure clients have the products that most suit their banking needs
- Utilizing the terminal to execute maintenance on personal products and records with great attention to detail
- Supporting clients with technical support questions on how to access online banking through mobile application or on desktop

Sales Associate

August 2018 — August 2022

UNIQLO (CF Markville), Markham, Ontario

- Marketing a broad range of products to 100 plus customers with strong retention of stock knowledge and promoting communication, contributing to exceeding daily sales targets
- Mediating issues with unsatisfied customers actively to maintain customer satisfaction and identify issues with the company, maintaining a 9:1 customer satisfaction-complaint ratio
- Retaining customer interest and satisfaction through communication of product knowledge and understanding of customer needs
- Analyzing and seeking constant new sales data for promoting featured products, influencing an increase in sales and achieving 80% of the store's personal sales targets