

Khari Woods

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Objective

A hard-working individual with a variety of work experience. Experience in corporate environment, retail experience, and customer service experience. Seeking part-time employment to gain supplemental income while hopefully gaining new skills.

Professional Experience

Support Engineer Timeless Medical System | August 2023 – Present | Charlottetown, PE, Canada

Summary: Accepted a new position at the company in pursuit of career development in the field of cloud technologies. As a support engineer, I work directly with clients. Tickets are submitted by clients and must be resolved within a certain service level agreement. I've adjusted well in this role and have gained valuable experience interfacing with customers.

Responsibilities:

- Liaison with clients via ZenDesk providing them with detailed updates on the progress of the solutions.
- Implemented software solutions for issues using PHP & Laravel.
- Assisted clients with hardware issues via Microsoft Teams etc.
- Documented Code changes and bug fixes via Zendesk.
- Updated documentation on the client environment using Google Workspace.

Jr Software Developer Timeless Medical System| May 2021 – September 2023 | Charlottetown, PE, Canada

Summary: Timeless Medical Systems offers a suite of medical software that is used to assist in the development of premature infants. I joined the product development team as a Junior Developer to assist with developing new features and maintaining existing features of the company's enterprise software application.

Responsibilities:

- Developed and maintained the company's enterprise medical software using Laravel/PHP on the server side and Vue.js on the front end
- Wrote unit tests for all new features that were implemented
- Tested all new features for quality assurance to ensure client satisfaction.
- Drafted architectural documentation for new features that were implemented.

Intern Timeless Medical System| July 2020 – May 2021 | Charlottetown, PE, Canada

Summary: Joined Timeless Medical Systems as an intern. As a humble and eager student, I joined the product development team to begin crafting my skills in the field of software development.

Responsibilities:

- Researched technologies that could improve the workflow of the development team.
- Wrote scripts that would automate the transfer of data between repositories.
- Drafted improvements to the user manual for the company's enterprise medical software.

Draftsman Graphite Engineering | October 2016 – August 2018 | Nassau, Bahamas

Summary: Graphite Engineering is one of the leading mechanical engineering firms in the Bahamas. During my tenure there I applied my drafting skills obtained at the College of The Bahamas. Graphite Engineering was my first introduction to a formal work environment. Here I learned to think critically and solve complex problems. I also developed my soft skills and learned to communicate with other professionals.

Responsibilities:

- Drafting high-quality mechanical and plumbing drawings using AutoCAD
- Conducted site inspections to ensure construction is accurate to the drawings.
- Collaborated with members of the electrical team to draft electrical drawings for plumbing devices.
- Occasionally documented meeting minutes.
- Printed and delivered documents to clients and appropriate governing bodies

Store Manager | Orico Island GLO | Nassau, Bahamas | January 2016 - October 2016

Summary: Orico Island GLO was a retail store that focused on the sale of LED light bulbs. The company was small, but I was responsible for the day-to-day operations of the store. During my time there I learned valuable soft skills most importantly customer relations and sales.

Responsibilities:

- Successfully managed day-to-day operations, including inventory management, staff supervision, and customer service.
- Communicated with customers to successfully sell merchandise.
- Implemented effective merchandising strategies, resulting in a 20% increase in sales.
- Oversaw the implementation of efficient systems for inventory control and order fulfillment.

Customer Service Rep. | Kellys Home Centre | Nassau, Bahamas | October 2015 – January 2016

Summary: Kelly's Home Centre is a popular retail store in the Bahamas. They sell supplies for your everyday home needs. During my time there I learned to communicate effectively with customers, sell merchandise, and resolve issues with unruly customers.

Responsibilities:

- Stocked shelves in the aisles.
- Communicated with customers to successfully sell merchandise.
- Assisted customers with carrying heavy items occasionally.
- Managed inventory.

Skills

Experience writing computer applications professionally.

Excellent problem-solving skills.

Great communication skills

Emergency First Aid Certified

Avid gym goer. Physically Fit and able to do manual labor.

Trained martial arts for a combined 8 years.

Competed on a regional and national level for a record of 3-1.

Education

Diploma in Computer Information Systems

Holland College Charlottetown, PE, Canada

August 2018 - May 2020

Associates of Architecture

College of The Bahamas, Nassau, Bahamas

August 2012 - May 2015

Certifications

AWS Certified Cloud Practitioner.

Emergency First Aid Certified

References

Joe Lindsay (Senior Engineer) – 902-218-9158

Craig Bullard (Software Developer) – (613) 882 3311

Travis McCoy (Software Developer) - 512-758-3686