

LEI SINGHA

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SUMMARY OF QUALIFICATIONS

- Programming experience in Python, Java, HTML as shown by executing these skills in 5+ personal and academic projects
- Articulate oral communicator and multitasker with 9 months of experience working in the IT support space; identifying customer needs and proactively resolving any issues
- Excellent Leadership skill as demonstrated by leading the 'Clean Surma, Green Sylhet Campaign' which reached 3/5th of the entire Sylhet City population and reducing plastic pollution by 25% in the affected area
- Collaborative and adaptable team member proven by developing functional technology products with groups of undergraduate students at 5+ Hackathon events

Technical Skills: HTML, CSS, Javascript, Java, Python, C, WordPress

EDUCATION

Bachelor of Science (Honours): Computer Science

Sep 2020 – Exp 2024

Ryerson University, Toronto, ON

- Took CPS530[Web Dev], CPS 305[Data structure] and other important courses.
- International Secondary School Merit Scholarship recipient for leadership skills and academic excellence (2020)

RELEVANT EXPERIENCE

- Crafted an unique and engaging full-stack web app to track Crypto Prices using tools including VUE js Express and MongoDB.
- Creating mobile-responsive landing pages using HTML, CSS[Tailwind.css] and vanilla JS
- Implementing search algorithms and relevant data structures using python
- Hours of academic assignments and projects that focus on implementing test-driven development

WORK EXPERIENCE

Desktop Support and Help Desk (Part-time), Pulse General & Specialized Hospital, Sylhet,

Bangladesh

Feb 2020 - Jan 2021

- Assisted with overseeing technical issues for end-users in the hospital such as troubleshooting hardware and software problems, configure and maintaining computer workstations
- Provided friendly and efficient customer service to 20+ customers per shift by actively listening to order requests and providing tailored suggestions
- Ensured a high standard of customer service resulting in increased customer satisfaction by 30%
- Demonstrated excellent interpersonal and organizational skills by responding to emails and telephone queries