

Mariam Delos Reyes

Mississauga, ON • mar_del@icloud.com • ca.linkedin.com/in/mariamdelosreyes • github.com/mardel011

Highlight of Qualifications

- **Communication-** Effectively convey information verbally and in writing in order to achieve the desired responses
- **Attention to detail-** Ensure that tasks are completed correctly and on time
- **Multitasking-** Flexible team player who thrives in pressured environments requiring the ability to effectively manage and prioritize multiple tasks concurrently
- **Interpersonal Skills-** Excels in developing trusting relationships with colleagues and customers
- **Able to work independently and on a team-** Highly adaptable to working with minimal supervision and working with others
- **Analyzing customer needs-** Experience in handling as many as 100+ customer contacts a day in a busy retail store and call centre

Technical Skills

Programming: HTML, CSS, JavaScript
Frameworks: MongoDB, Express, React, Node.js, Truffle
Applications: DevOps, Microsoft Office, Google Suite, SAP
Blockchain: Solidity, Remix, MetaMask, Ganache
Tools: Docker, Jenkins, JIRA
Operating Systems: MacOS, Windows

Education

George Brown College, Toronto, ON (January 2020-Present)

Certificate, Blockchain Development

- Specializing in emerging blockchain technologies, full stack development, and software methodology

University of Toronto, Mississauga, ON (September 2008-June 2012)

Honours Bachelor of Arts

- Double major in History and Criminology & Socio-Legal Studies and a minor in Sociology

Work Experience

TELUS, Mississauga, ON (January 2018-Present)

Network Project Coordinator III

- Assist project managers in the facilitation of projects by creating networks, processing invoices, and tracking and monitoring network projects
- Investigate queries and resolve escalations from project managers, vendors, and the service

- purchasing team concerning projects timelines and financials
- Compile and communicate project results to project managers and vendors in a timely manner

TELUS, Edmonton, AB (April 2015-January 2018)

Cable Locate Screening Coordinator II

- Analyze provincial One-Call locate requests and TELUS buried cable infrastructure to determine if an onsite facility locate is required
- Communicate findings with the digging community and promote safe digging practices to increase safety awareness and prevent damage to buried facilities
- Process security requests for contracted locators and provide operational support by mentoring and supervising colleagues

DataScan Field Services, Mississauga, ON (January 2014-January 2015)

Customer Service Representative

- Effectively managed inbound and outbound calls, resulting in efficiently booking inspections for end of lease vehicles and Progressive insurance consumers
- Built rapport with inspectors and leasing companies and assessed needs to ensure that inspections booked were cost-effective in terms of travel time and availability
- Consistently met and exceeded monthly quality assurance requirements and performance metrics

Extra-Curricular Activities

- Women's Reintegration Program Volunteer, **The Mustard Seed**, Edmonton, AB (November 2018-December 2019)
- Shelter Volunteer, **Edmonton Humane Society**, Edmonton, AB (August 2018-December 2019)
- Member, Citizen Advisory Committee, **Correctional Service Canada - Edmonton Parole**, Edmonton, AB (March 2019-November 2019)
- Child Support Volunteer, **Lurana Shelter Society**, Edmonton, AB (December 2018-November 2019)
- Member, **Telecommunicators Toastmasters Club**, Edmonton, AB (May 2018-September 2019)
- Secretary, **Telecommunicators Toastmasters Club Executive Team**, Edmonton, AB (July 2018-June 2019)
- Program and Events Volunteer, **Oliver Community League**, Edmonton, AB (February-July 2016)