Melissa Louise Bangloy

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EDUCATION

Vanier College   **Montreal, QC**
AEC Software Development: Secure Desktop, Mobile & Web Applications   *Expected Completion: December 2025*
- **Relevant Coursework:** Programming Fundamentals, Data Structures, Database Management Systems, Algorithms and Data Structures, Object-Oriented Paradigm

WORK EXPERIENCE

Fujitsu Network Communications   **Montreal, QC**
IT Support Specialist   *July 2023 – December 2024*
- Executed the upgrade of operating systems on Virtual Host (VH2) and SCCM DP & LP Server (LPCS) from 2012 to 2019, successfully enhancing system performance and security for over 500 users, resulting in a projected 40% reduction in downtime.
- Collaborated with deployment teams to verify successful file downloads for over 500 devices, establishing a streamlined process that improved testing efficiency by 25% and led to a swift resolution of issues, minimizing operational disruptions.
- Conducted comprehensive post-upgrade assessments on critical infrastructure elements including IP cameras, network security measures, and firewalls; documented findings meticulously which facilitated an increase in network reliability metrics by over 15% post-installation.

Volkswagen   **Montreal, QC**
Operations Support Representative   *August 2023 – January 2024*
- Streamlined administrative support operations for customer advocacy by implementing a new tracking system, reducing processing time for collections and service inquiries by 40%, resulting in a smoother workflow for over 1,500 customer interactions monthly.
- Optimized lease transfer and refinancing processes through the introduction of automated tools, achieving a 25% decrease in turnaround time and handling an average of $2M in lien registrations over six months with a strong focus on accuracy, maintaining zero errors.
- Coordinated cross-departmental training sessions to enhance team efficiency in lease end procedures, improving overall customer satisfaction scores by 30% within four months and successfully managing up to 200 lease agreements weekly.

Pharmaprix   **Montreal. QC**
Postal Office Clerk   *December 2017 – April 2023*
- Pre-sorted 80000+ pieces of mail, documenting packages with batch information to facilitate tracking and delivery.
- Organized and prioritized 25000+ parcels using barcode scanners and routing systems, resulting in 95% accuracy rate.
- Identified and separated 5000+ priority messages for immediate processing, raising service level to 98%.

MoneyGram Agent
- Accurately assessed 15,000 customer inquiries monthly & promptly resolved 95% of operational issues arising during money transfers, contributing to an improved customer satisfaction score of 80%.
- Consistently verified financial source documentation for 15,000 customers each month and detected suspect money laundering activities for 6 scrupulous customers.
- Experienced with balancing $10K to $25K cash drawers daily to ensure accuracy within +/- 0.1% levels, lowering stock discrepancies by 40%.

SKILLS & INTERESTS

Technical Skills: HTML, CSS, JavaScript, ReactJS, Java, Python, C#, Oracle, and SQL Server
Interest: Web Development, AI Machine Learning, Music, Art, Badminton