

**Melvin cham acho**

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## **SUMMARY OF SKILLS QUALIFICATION**

- Communicate and write in both English and French
- Great time management and organization
- Adapt easily and quickly to changes
- Responsible and caring personality
- Strong organizational and interpersonal skills
- Flexible and ready to learn new skills
- Great teamwork ability
- Coding: C/C++, java, Python, x86 Assembly, PHP, JavaScript, HTML, CSS
- Technologies/Environment: Windows, Linux, MySQL, WebGL.

## **EDUCATION**

- High School certificate in Science, June 2019, Government Bilingual High School Nyalla, Cameroon
- Diploma in computer System Technology, May 2022, Northwestern Polytechnic, AB GPA: 3.66 (Transcript attached to demonstrate course work).
- AWS Certified Cloud Practitioner. July 21, 2022. (Certificate attached)
- AWS Solution Architecture, Ongoing.

## **EXPERIENCE**

Northwestern Polytechnic ( IT technician)

- Deploy and setup new hardware equipment to offices and classrooms.
- Perform equipment moves from one office to another.
- Deploy and test Software to office and lab computers.
- Image computers and install the appropriate drives required to run them smoothly.
- Help (in person/ remote) staff members resolve day to day computer related issues they encounter.

Best buy (Mobile and Smart living advisors)- (September 2021 – July 2022).

- Educate clients on various smart home product and how it can help facilitate their day-to-day activities.
- Understand clients needs and provide a variety of smart home solutions to satisfy their needs
- Help clients chose the best phones and data plans based on their day-to-day usage.
- Efficiently and accurately resolve customer service issues.

- Advocates Best Buy goals, objectives, policies, and procedures to Customer Service Specialists so that they will deliver a high level of customer satisfaction and retention.
- Understands of all departments and their goals to enable creation and support of a team-based, cooperative work environment.

Tim Horton's Grande Prairie AB, Customer service (July 2020, September 2021)

- Greet customers, take and assemble orders and receive payments.
- Clean the restaurant according to the restaurant's sanitation procedures and policies
- Backup crew members in case of absence and workload
- Assist new crew members

## REFERENCES

- Carlacci, Franco  
Instructor computer science department  
**(780) 539-2091**  
[fcarlacci@nwpolytech.ca](mailto:fcarlacci@nwpolytech.ca)
- Jason Caswell  
**Director, information technology**  
**(780) 539-2935**