Mutendi Christopher Sambaza

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EDUCATION

Carleton University   Ottawa, ON
Bachelor of Science Computer Science Hons, Co-op (Sophomore)   *Sept. 2022 - Expected* May 2027
Awards: Award of Excellence for Internationals (2022), President's Scholarship (2022)
Relevant Coursework: Abstract Data Types and Algorithms, Computer Systems, Systems Programming, Discrete Structures, Fundamentals of Web Applications, Software Engineering

SKILLS

Programming Languages: Proficient in Java, JavaScript, C/C++, Python, HTML/CSS and SQL
Frameworks: Familiar with Node.js and React
Software and Tools: VS Code, IntelliJ, Bloomberg Terminal, Microsoft Office
Libraries: Typed.js

WORK EXPERIENCE

Customer Service Representative – Housing   Aug. 2023 - Present
Carleton University   Ottawa, ON
- Effectively handled a high volume of customer inquiries through prompt responses via phone, email, and in-person interactions, providing personalized solutions, resulting in efficient issue resolution and improved customer experience.
- Collaborated with multiple departments to resolve student concerns and escalate issues as necessary, streamlining communication channels and facilitating quicker resolution of student issues.
- Worked closely with team members to prioritize and delegate tasks effectively, ensuring smooth operation during peak hours and maintaining high service standards.

Junior Portfolio Manager Intern   Aug. 2022 - Oct. 2022
Rudiarius Capital Management   Johannesburg, South Africa
- Collaborated with senior managers to execute tasks related to Portfolio Management, Analytics, and Risk, demonstrating an understanding of business requirements and specifications.
- Improved Excel skills and utilized Bloomberg tools to extrapolate and visualize data, enhancing efficiency in data analysis and decision-making processes within the portfolio management team.
- Conducted in-depth analysis of market trends and researched investment opportunities, providing valuable insights to senior managers for strategic decision-making and portfolio optimization.

PROJECTS

Personal Website | *HTML/CSS, Typed.js, and JavaScript*   Dec. 2023 - Present
- Developed and designed an engaging personal website, showcasing technical proficiency in front-end web development through user-friendly design.
- Implemented interactive features such as contact forms, image galleries, and navigation menus, enhancing user engagement and experience on the website.
- Utilized written communication skills to draft project documentation and website content.

YouTube Transcription Website | *HTML/CSS, and JavaScript*   Oct. 2023 - Present
- Implemented a website to integrate the YouTube Transcription API, offering users annotated versions of YouTube videos, particularly catering to students seeking annotatable transcripts of lecture videos.
- Leveraged JavaScript and Node.js to create custom algorithms for parsing JSON-formatted transcribed text from YouTube videos, thereby enhancing the readability and usability of annotated versions.

Hospital Management System | *Java, Microsoft Access*   Jan. 2021 - Nov. 2021
- Designed and implemented a comprehensive hospital management system to be integrated by all South African medical facilities to reduce data loss during nationwide blackouts and redundancy for frequent patients in overcrowded hospitals because of coronavirus.
- Used Java Object-Oriented Programming techniques such as inheritance and encapsulation for database implementation, showcasing expertise in software architecture and database management.
- Prepared detailed technical documentation, including system architecture diagrams, class diagrams, and database schemas, demonstrating strong report-writing skills and attention to detail.

ADDITIONAL SKILLS AND INTERESTS

Internationally recognized chorister. Interested in Leadership**,** Contemporary and High Fashion, Interior Design, Poetry, Basketball, Photography and Film.