Stephenie Michael

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Summary

Enthusiastic and highly motivated computer science student, always looking for ways to improve through self-directed or formal means. My combination of technical and analytical skills brings value to the teams I work with. Seeking an internship opportunity to further develop technical expertise and contribute to real-world projects.

Relevant Experience

SEP 2022 - PRESENT
NTT BPO (Collabria) - Technical support specialist

- Utilizing advanced customer relationship management (CRM) systems and ticketing tools to promptly respond to client inquiries.
- Employing technical troubleshooting skills to identify and address issues related to credit card transactions and account discrepancies.
- Collaborating with cybersecurity systems to mitigate risks and secure customer accounts against scams.

SEP 2023 – DEC 2023
Academic Project – Design Associate and Developer Lead

- Collaborated with the design director and the club in branding, and through the design process including the aesthetic aspects of our projects.
- Developed both the front and back-end development of the final design process.
- Created a project management calendar for fulfilling and tracking the progress of each goal and objective using Slack.

MAY 2022 – AUG 2022
Boeing – Software Engineer Intern

- Developed front end code to meet company standards with Java.
- Completed team projects that support the business area goals and results.
- Designed, developed and tested software codes for internal company applications to improve usability and aesthetics.
- Participated in daily team scrum meetings.

Technical Skills

MS-Office Suite • Java • HTML • Python • C • C++ • Database • Object Orientated Programming (OOP) • Algorithm.

Education & Awards

SEP 2020 - PRESENT
University of Manitoba – B.Sc. Computer Science.   **Honor Roll -** Winter 2021