

Stephenie Michael

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EDUCATION

Bachelor of Computer Science – Major
University of Manitoba Winnipeg, MB

Expected Graduation, July. 2026

Relevant Coursework:

Data Structures & Algorithms, Software Engineering, Database Management Systems, Object-Oriented Programming, Distributed Computing, Operating Systems, Human-Computer Interaction.

Technical Skills

- Languages: Java, Python, JavaScript, C++, C, HTML, CSS, SQL
- Frameworks: React, Tailwind CSS, Node.js
- Tools & Version Control: Git, GitHub, GitLab, Webpack, JSON, VS Code, Web Inspector, Canva

Work 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.

DECEMBER 2021 – FEB 2022

Bath and Body Works – Customer Service Rep and Cashier

- Provided exceptional customer service by assisting with product selection and handling transactions efficiently.
- Operated cash register, processed payments, and maintained a clean checkout area.
- Restocked merchandise and assisted with inventory management.
- Resolved customer complaints professionally and collaborated with team members to achieve store objectives.

Leadership Experience

Software Developer Lead & Design Associate (Volunteer Position) **January 2024 – October 2024**
University of Manitoba / UM-UX Design club Winnipeg, MB

- Led a cross-functional team to develop research-backed design concepts for a web application, aimed at enhancing the user experience and engagement.
- Conducted user research, including interviews and surveys, to gather insights into user behaviors and pain points, ensuring that design choices were user centered.
- Collaborated on the creation of wireframes and prototypes, while participating in Test-Driven Development (TDD) practices to ensure design consistency and code reliability, fostering a culture of quality assurance throughout the development process.

SCIENCE RENDEZVOUS | VOLUNTEER

- Teaching children binary code, making pictures using binary coding, and making a bracelet with their name in binary code.

Projects

GEMMS (Gift Basket) | [Live Demo](#) – *Fall 2024-Present*
University of Manitoba | COMP 3020

- Designed and developed a user-centered online marketplace for gift baskets, applying user-centered design principles and creating prototypes for an intuitive shopping experience.
- Built responsive and interactive web pages using JavaScript, HTML, and CSS, ensuring seamless functionality, visual appeal, and performance across various devices.
- Collaborated with a team to incorporate accessibility standards, best UX practices, and feedback gathered through user research to improve usability.

Steph's Recipe | [Live Demo](#) – *June 2024 – Present*

- Developed a dynamic recipe management application using JavaScript, implementing core functionalities such as recipe creation, deletion, and ingredient updates.
- Designed a user-friendly and responsive interface using HTML/CSS to ensure accessibility across various devices and platforms.
- Optimized load times by leveraging Webpack's code-splitting and tree-shaking techniques.
- Integrated a JSON API to store recipe data and allow users to save, update, and retrieve their recipes seamlessly after closing or refreshing the app.

Portfolio Website | [Live Demo](#) – *May 2024*

- Designed and built a fully responsive portfolio website with a clean layout structure and adaptive design for optimal viewing across devices using HTML/CSS.
- Implemented interactive features with JavaScript, such as smooth scrolling, animated transitions, and dynamic content loading, to create an engaging user experience.
- Optimized site performance by following front-end best practices, ensuring fast load times, and enhancing accessibility for all users.

Education & Awards

SEP 2020 - PRESENT

University of Manitoba – B.Sc. Computer Science.
2021

Honor Roll - Winter

- Competed in software development tournaments as part of the University of Manitoba Dev club, fostering collaboration and technical skills.