Oumar Sarr

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**Summary**

Software developer with expertise in Java, object-oriented programming, and full-stack web development. Completing Amazon Junior Software Developer Professional Certificate on Coursera. Holds a Diploma of College Studies in Computer Science from Collège LaSalle, Montréal. Experience in technical customer service at Service Canada, enhancing communication, analytical thinking, and problem-solving skills.

**Skills**

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| --- | --- |
| * Customer service * Information management * Data analysis * Database management * Problem solving * Attention to detail * Team collaboration * Research skills * Process improvement | * Java programming * Proficient in Java * Data structures * Adaptability and learning * Back-end development * Code optimization * RESTful APIs * Web development |

**Experience**

Information Officer 04/2022 to 01/2024

Service Canada Montreal, Quebec, Canada

* Responded to customer inquiries by phone, provided accurate and up-to-date information about government programs and services, assisted customers in navigating the application process, directed customers to appropriate resources, kept records of customer interactions, and stayed informed about changes in government policies and procedures.

Customer Service Representative 09/2019 to 03/2021

Metro Supply Chain Boucherville, Quebec, Canada

* Responded to customer inquiries through various channels, provided accurate information on product availability and delivery times, resolved customer issues, collaborated with internal teams, and maintained records of customer interactions.

Inventory Clerk 05/2016 to 08/2016

TRU Simulation Montreal, Quebec, Canada

* Received and verified incoming stock, recorded inventory data, participated in inventory audits, coordinated with shipping and receiving teams, and maintained a clean and organized inventory area.

**Education**

Diploma of College Studies: Computer Science **05/2024**

Collège LaSalle Montréal

High School Diploma **06/2016**

École Secondaire Honoré-Mercier Montréal, QC

Certificate: Computer Science

Coursera Online

**Certifications**

* **Amazon Junior Software Developer Professional Certificate** on Coursera

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