



Jyanesh Seeam

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Summary

Software developer | Computer science| Technical Support Analyst

3rd-year Computer Science Major at the University of Prince Edward Island and Working Part-time at Io Solutions.

A versatile individual, possessing strong motivational drive to succeed in the industry. I enjoy working on my own initiative or in a team. In short, I am reliable, trustworthy, hardworking and eager to learn something new from every experience because I believe there is always room for self-improvement both personally and professionally.

Experience



Videographer/Photographer

University of Prince Edward Island Student Union

Aug 2020 - Present (7 months +)



Technical bilingual floor support

IO Solutions Call Center

Nov 2019 - Present (1 year 4 months +)

Helping de-escalate complex customer service cases and providing support to agents on the floor needing technical support in terms of CRM and problem solving. Providing positioning for solutions to both clients and CSRs .



Bilingual Customer Service Representative

IO Solutions Call Center

Jan 2019 - Nov 2019 (11 months)

Working as a bilingual Customer Representative for a phone company called Fido thus gaining customer experience and experience in using CRM tools and in the sales industry. Doing floor support from time to time and assisting supervisors by taking supervisor calls.



Cashier

Tim Hortons

Aug 2018 - Jan 2019 (6 months)

Team member of Tim Hortons and Wendy's

During my first journey in Canada as a student, this was my first job, gaining Canadian customer experience in the front end.



Freelance Graphic Designer and video grapher

Jan 2015 - Dec 2018 (4 years)

Turning my passion into a part-time career.



Music Producer

Jyser

Jan 2011 - Nov 2015 (4 years 11 months)

Experience in soundtrack editing and sound sampling and compilation on FL studio and audacity.

Education



University of Prince Edward Island

Bachelor of Science - BS, Computer Science

2018 - 2022

Computer Science is a key enabler for innovation and discovery in most fields. It encompasses both theory and practice; theoretical ideas about how information is represented and processed, and practical techniques for creating new software.



Piton State College

Design

2010 - 2017

School Certificate and Higher School Certificate in Computer Science, Physics and Mathematics certified by Cambridge University.

Licenses & Certifications



Balancing Work and Life - LinkedIn



Data Science on Google Cloud Platform: Predictive Analytics - LinkedIn



Working with Upset Customers - LinkedIn



Artificial Intelligence Foundations: Machine Learning - LinkedIn



PyTorch Essential Training: Deep Learning - LinkedIn



Microsoft Office Specialist Master Certification (MOS) - City & Guilds



AWS Certified Solutions Architect - Associate: 5 Identity and Access Management - LinkedIn



AI Accountability Essential Training - LinkedIn



Becoming an AI Marketer - Blueshift

Skills

Data Analysis • Software Development • Java • Object-Oriented Programming (OOP) • Graphic Design
• Video Editing • Photo Editing • Product Design • Music Production • Programming

Honors & Awards



Academic excellence award 2018 - University of Prince Edward Island

Sep 2018

UPEI Academic Excellence Award is part of the "Celebrating Student Achievement" scholarship program for any UPEI undergraduate students who meet the grade scale criteria during their second, third, and fourth years.



Duke of Edinburgh's International Award - Bronze Standard - International Award Association

Sep 2015

"The Duke of Edinburgh's International Award equips young people for life regardless of their background, culture, physical ability, skills, and interests.

The Award is made up of three levels: Bronze, Silver and Gold and four sections: Voluntary Service, Physical Recreation, Skills, and Adventurous Journey.



National Top 500 Ranking A Level - Cambridge International Examinations A level

Nov 2017