

RENEE PALMER

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Passionate recent computing graduate with a strong desire to contribute to innovative projects and further develop technical abilities.

Skills

- Problem-solving: Proficient in identifying and resolving technical challenges, ensuring smooth project execution.
- Effective oral and written communication skills: Strong ability to convey complex technical information clearly and concisely
- Positive attitude and behavior: Maintaining a proactive and optimistic approach towards teamwork and problem-solving
- Professional, self-directed, and a team player: Committed to delivering high-quality work independently and collaboratively
- Strong interpersonal skills: Skilled in building and maintaining positive relationships with team members and stakeholders

Technical Skills

- Operating Systems: Windows, Mac, Linux
- Languages: C, Java, HTML/CSS, SQL, Python
- Software: Ivanti Heat, Office 365, VirtualBox, NoMachine, Figma

Relevant Coursework

- Software Reliability & Testing
- Data Base Systems & Concepts
- Data Structures
- Object Oriented Programming
- Web Design and Development
- User Interface Design

School Projects

DNA Decoder

Created a program in C that decodes DNA sequences, printing corresponding amino acids.

C Shell

Implemented a UNIX shell program for an Operating Systems project.

Work Experience

Trillium Health Partners

Clinical Clerical Assistant | Mississauga, ON | October 2022 – Present

- Coordinated patient tests and appointments by liaising with internal and external healthcare facilities
- Maintained a high completion rate in reviewing and processing incoming referrals
- Prioritized and relayed messages for staff and patient

Health Screener | Mississauga, ON | December 2020 – August 2022

- Greeted, screened, and assisted patients, visitors, and staff to maintain a safe hospital environment
- Ensured adherence to safety protocols, including the use of Personal Protective Equipment (PPE)
- Acted as a vital liaison between patients, visitors, and staff, receiving consistent positive feedback for service

At the Elbow Support - HIS Implementation | Mississauga, ON | July 2020 – November 2020

- Provided essential support for the implementation of the Hospital Information System, Epic
- Logged an average of 20 technical support tickets daily and achieved a high-resolution rate within SLA timeframes
- Played a key role in the successful integration of the new system by resolving most end users' issues within 24 hours

Education

University of Guelph | Guelph, ON

Bachelor of Computing, General | September 2018 – December 2022