

# Aislinn Richardson

Whitby, ON

(905) 441-8895 [richardsonaislinn@gmail.com](mailto:richardsonaislinn@gmail.com)

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**Customer Centric | Adaptable | Patient | Tech-Savvy**

## Highlights of Qualifications

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- Strong mathematical aptitude with proficiency in basic arithmetic calculations
- Completing an advanced diploma in Software Engineering Technology – Artificial Intelligence
- Experience sourcing and assembling hardware and peripherals to build a personal computer
- Ability to speak knowledgeably as well as diagnose issues, perform preventative maintenance and repairs on PC's, laptops, electronics, and small appliances
- Knowledge of multiple computer languages including HTML, Python, Java, Java Script, SQL, C#, CSS
- Adaptable to a fast-paced work environment while maintaining a positive attitude
- Extensive customer service experience in volunteer and group settings, patient, confident, considerate candidate who is able to allay technical information to non-technical end users
- Flexible, adaptable, collaborative team member who is able to maintain calm disposition, and manage competing demands and deadlines
- Approachable, with a cheerful outlook, and easily accepts direction and feedback and willing to learn

## EDUCATION

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**Software Engineering Technology – Artificial Intelligence – Advanced Diploma**

**April 2024**

Centennial College, Toronto, ON

### **Relevant Course Subjects:**

Communications Technology, Computer Programming, Hardware and Peripherals

## CUSTOMER SERVICE EXPERIENCE

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**Volunteer Associate**

**January 2020 - March 2020**

The Robert McLaughlin Gallery, Oshawa, ON

- Provided in class support to students and instructors in a community art class
- Maintained positive learning environment, resolving small disputes amongst young students
- Assisted Gallery Manager in general administrative tasks, safety checks, tours of gallery

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### **RELATED VOLUNTEER EXPERIENCE (Cont'd)**

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#### **Volunteer With Durham Dignity for the Homeless**

**August 2020 – September 2021**

- Contributed to a community-based organization in order to provide food to those facing food insecurity and homelessness.
- Assisted in planning, shopping for ingredients, cooking, and packaging nutritious homemade meals for approximately sixty individuals on a weekly basis.
- Safely catered to individuals with dietary needs and preference, ensuring strict adherence to food safety and hygiene guidelines to prevent cross-contamination.
- Developed strong organizational and time management skills by coordinating tasks and managing multiple responsibilities simultaneously, while ensuring accurate labeling and packaging of meals according to individual requirements.

### **VOLUNTEER PROJECTS AND COMMITTEES**

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#### **Coat Drive Initiative**

**Winter 2021 & 2022**

- Actively contributed to a two-month-long community coat drive initiative aimed at collecting and distributing warm clothing items to individuals in need during the colder months.
- Demonstrated strong organizational skills by assisting with the sorting, cleaning, mending, and categorization of donated items, ensuring their suitability for redistribution.
- Supported distribution process ensuring that individuals received warm clothing items that met their specific needs
- Interacted with compassion and respect while working with diverse groups of people, fostering a supportive and inclusive environment during the distribution of clothing items