SABRINA TOCHKOV

✉ sabrina.tochkov@gmail.com
☎ 613-266-0175
📍 Gatineau, QC

SKILLS

GENERAL SKILLS

Languages: English, French & Bulgarian

Customer service

Technical support

Math tutoring

TECHNICAL SKILLS

Web: HTML,CSS, JavaScript, TypeScript

Programming: Java, Python

Frameworks: Bootstrap, Express, React.js, Node.js

Tech:Git, Linux, VSCode, Eclipse, Android Studio

Database: Oracle SQL, Data Modeling

Methodology: Agile, DevOps, CI/CD

EDUCATION

Heritage College · Aug. 2022 to Current
DEC Computer Science
Intensive 3-year career program designed to prepare students for the computer programming industry.
Dean's Honours for all semesters.

Heritage College · Aug. 2020 to May 2022
DEC Natural Science
Dean's Honours for all semesters.

École Secondaire Grande Rivière · Sept. 2015 to June 2020
High School Diploma
International Baccalaureate (IB) Program

EXPERIENCE

Heritage College
Computer Science Lab Assistant

Gatineau, QC
Aug. 2023 to Dec. 2023

- Assisted first-year students in Programming I labs and projects.
- Guided students in developing Java applications.
- Collaborated with professor to teach according to curriculum.

Canada Revenue Agency
IT Infrastructure Support Analyst

Ottawa, ON
May 2023 to Aug. 2023

- Provided technical support to CRA employees in Ottawa.
- Solved Remedy tickets assigned to Deskside Support team.
- Responsible for troubleshooting software and hardware issues.
- Installed software remotely using PowerShell tools.
- Collaborated with team members for asset management projects.
- Configured BIOS and built devices according to CRA standards.
- Created and updated documentation for IT procedures.

Tutorax
Math Tutor

May 2022 to Current

- Tutored students in Math, grades 5 to university (communicating in French and English).
- Developed handouts, study materials and quizzes to help reinforce taught concepts.
- Taught students study skills, note-taking skills and test-taking strategies.
- Used positive reinforcement techniques to encourage and build confidence in students.

Subway
Sandwich Artist

Gatineau, QC
May 2021 to Dec. 2022

- Performed personnel activities such as supervising and training employees.
- Ensured quality customer service in a fast-paced environment.
- Monitored and ordered supplies and food items to maintain inventory.

EXPERIENCE

Heritage College
Gatineau, QC
Calculus Tutor
Sept. 2021 to May 2022
- Tutored 4 students in Calculus II course (integral calculus).
- Developed and completed study packages with students before tests.

St-Paul's Lutheran Church
Ottawa, ON
Office Administrative Assistant
(Summers 2018, 2019 and Winter 2019)
- Wrote and edited service folders for church services (twice a week).
- Answered phone calls and emails.
- Office-related duties: making photocopies, filing mail for the deacons and pastors.

ACHIEVEMENTS

Heritage College - Academic Achievement in Computer Science	**Apr. 2023**
Google - IT Automation with Python Professional Certificate	**Apr. 2023**
UQO - UHACK Hackathon Winner	**Mar. 2023**
Waterloo - Canadian Senior Math Contest - Certificate of Distinction	**Nov. 2022**
CRLA - Regular Tutor Certificate	**May 2022**