

## SKILLS

### GENERAL SKILLS

Languages: English, French & Bulgarian  
Tutoring math (online & in-home)  
Customer service  
Technical support

### TECHNICAL SKILLS

Web: HTML, CSS, JavaScript  
Programming: Java, Python  
Frameworks: Bootstrap, jQuery  
Tech: Git, Linux, VSCode, Eclipse, MS Office

## 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

## 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

### 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

#### Calculus Tutor

- Tutored 4 students in Calculus II course (integral calculus).
- Developed and completed study packages with students before tests.

Gatineau, QC  
Sept. 2021 to May 2022

### St-Paul's Lutheran Church

#### 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.

Ottawa, ON