SAMANTHA MCKENZIE

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EDUCATION

UNIVERSITY OF WINDSOR| B.C.S IN COMPUTER SCIENCE (HONOURS)

SEPTEMBER 2019 - PRESENT | WINDSOR, ON

SKILLS & TOOLS

Programming
- 3+ years Java experience, creating text based and Graphical User Interface programs
- Python experience through an online Massachusetts Institute of Technology course and mini projects
- C programming, including interactive text-based applications, and system file input and output

Web Development
- JavaScript, CSS, Bootstrap, and HTML experience creating simple website designs, and an interactive game
- Angular framework for complex website design

Other Skills
- Demonstrated reliability and adaptability during customer service situations

EXPERIENCE

University Of Windsor | Service Desk Consultant

MAY 2021 – DECEMBER 2021, WINDSOR, ON

JANUARY 2023 – MAY 2023, WINDSOR, ON
- Communicate via phone, email, and tickets to solve clients' problems
- Adaptive and clear support for in person clients
- Communicate clearly with collages to complete rapidly changing timelines
- Participate in daily information meetings

Canada Revenue Agency | Computer Specialist 1 IT End-User Support

JANUARY 2022 – APRIL 2022, WINDSOR, ON

SEPTEMBER 2022 – DECEMBER 2022, KITCHENER, ON
- Communicate clearly with clients to solve technical problems
- Communicate and collaborate solutions to technical issues with colleagues
- Maintain inventory for both in the office and remote work
- Participate in weekly workload meetings

CERTIFICATES & RECENT PROJECTS

Certificates
- Learning Microsoft SQL Server 2019 | 2023
- Agile Foundations | 2021
- DevOps Foundations | 2021
- Software Architecture Foundations | 2021
- Learning GitHub | 2021

Projects
- Windsor Hacks Project | 2021
- Windsor Hacks Mini Challenge | 2021
- Pong | 2018