

# SANTIAGO SANCHEZ CALLE

MISSISSAUGA, ON

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[HTTPS://GITHUB.COM/SANTISKY8](https://github.com/SANTISKY8)



## SOFTWARE ENGINEERING INTERN

### SKILLS & QUALIFICATIONS

- Currently enrolled in the Software Engineering Technology Diploma Program at Centennial College
- Familiar with C#, SQL, Unix/Linux, HTML, CSS, JavaScript, GitHub, Java and Python.
- Knowledgeable in Adobe XD, Visual Studio, Spyder, Oracle VM, VirtualBox, SQL Developer, Eclipse, IntelliJ, Visual Paradigm, Node.js, Microsoft Office and Google applications
- Currently learning Java using IntelliJ and expanding on database Concepts, Software Systems Design and Web Application Development
- Experience in Customer Service for over ten years, five years in a Bilingual Call Center Environment as well as four and a half years in Sales
- Native language skills in English, Spanish and fluent in French

### EDUCATION

#### SOFTWARE ENGINEERING TECHNOLOGY

Centennial College, Scarborough, ON

Sept 2021 - Present

*Related courses:*

##### **Programming I, II**

C# Skills: Methods, Arrays, Classes and Inheritance

##### **Software Engineering Requirements, Fundamentals and Design**

Project Scope and Eliciting & Specifying Requirements

Analysis Modeling Scenario & Class Based

Behavior Analysis Modeling, Pattern & Quality

##### **Web Interface Design**

Create HTML5 documents customized by CSS and JavaScript

##### **Client-Side Web Development**

JavaScript: functions, looping, arrays and debugging

##### **Unix/Linux Operating Systems**

Using different Shells and Commands

Apache Installation and use

C++ basic overview

##### **Web Applications Development - Current Semester**

##### **Java Programming - Current Semester**

**St John Ambulance: First Aid & CPR Training**

Toronto, ON

February 2017

**TESOL Diploma Course**

ILAC, Toronto, ON

Aug 2012 - Sept 2012

**Ontario Secondary School Diploma**

William Lyon Mackenzie C. I., Toronto, ON

Sept 2007 - June 2011

### OTHER WORK EXPERIENCE

#### RECRUITMENT CONSULTANT

Career Tree, London, England

November 2019 – September 2021

- Created *Customer Service Skill Training Presentation* alongside training tools and modules for the team to improve professionalism and quality of service offered
- Evaluated candidate potential based on credentials, experience and qualifications found on online resumes
- Tailored courses to client-specific needs, career preferences and booked them in for personal consultations
- Supported candidates throughout the course application and financing process while liaising with partner institutions for candidates' specific information on application status

#### QUALITY ASSURANCE SPECIALIST

Centennial Optical, Toronto, ON, Canada

November 2016 – October 2017

- Developed *Reference Tools* and created online modules to improve accuracy and efficiency of the departments and company's employees delivered through individual personalized coaching; improvement in productivity became apparent through KPIs and SLAs.

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- Performed backup duties for the CS Department Troubleshooter and CS Department Manager
- Coordinated with different departments to improve accuracy, procedural efficiency and customer satisfaction
- Resolved inquiries and complaints that were escalated by carrying out troubleshooting procedures with different departments to fix order issues pertaining to availability, billing, quality, pricing, and shipping

## BILINGUAL CUSTOMER SERVICE REPRESENTATIVE

Centennial Optical, Toronto, ON, Canada

November 2012 – November 2016

- Accurately and promptly processed customers' and sales representatives' fax, phone, or web orders using multiple software systems preventing unnecessary delays and company costs
- Enhanced the new employee training system of all four *Order Processing Systems* slashing training time from six weeks to less than two and preparing new staff to be efficient within two months instead of six
- Used product knowledge, analyzed system data and worked with different departments to resolve customer and sales rep inquiries regarding hundreds of ophthalmic products: frames, sunglasses, lenses/contact lenses

## OTHER WORK EXPERIENCE

|  |  |                       |
|--|--|-----------------------|
| <b>English Languages Tutor</b>                       | Self-employed, Medellin - Colombia                 | Nov 2017 - June 2019  |
| <b>Sales Representative</b>                          | Freedom Mobile, Yorkdale, North York, ON           | Nov 2011 - June 2012  |
| <b>Sales Associate</b>                               | Michael's, Toronto, ON                             | Nov 2010 - June 2011  |
| <b>Co-op Student - Architectural Drafting Intern</b> | ACI Wright Architects, Toronto, ON                 | Feb 2011 - June 2011  |
| <b>Co-op Student - Yorkdale Operations</b>           | Yorkdale Shopping Center, North York, ON           | Feb 2010 - June 2010  |
| <b>Sales Associate</b>                               | T. H. Tech/Hunter Window & Doors Ind., Toronto, ON | April 2008 - Oct 2008 |

## HONOURS AND ACHIEVEMENTS

|   |  |                      |
|---|--|----------------------|
| <b>Honour Roll Recipient: 7 times</b>   | William Lyon Mackenzie C. I., North York, ON | Dec 2007 - June 2011 |
| <b>Co-op OYAP Scholarship Recipient</b> | William Lyon Mackenzie C. I., North York, ON | June 2011            |

## EXTRACURRICULAR ACTIVITIES

### PROJECT MANAGER

lyfeapps, London, UK

August 2022 – Present

- Developing apps that are useful for everyday life with friends from three countries in three continents
- Apps relate to making friends, developing oneself based on personality type, and learning to live in a healthy way that is sustainable for the environment

## INTERESTS & HOBBIES

- Calisthenics and working out
- Hiking and running
- Watching documentaries
- Learning languages
- Trying different cuisines
- Visiting historical places