



SOFTWARE DEVELOPER 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.
- Performed backup duties for the CS Department Troubleshooter and CS Department Manager
- Coordinated with different departments to improve accuracy, procedural efficiency and customer satisfaction

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- 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

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

HONOURS AND ACHIEVEMENTS

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