

SANTIAGO SANCHEZ CALLE

MISSISSAUGA, ON

+1 647-648-5664

[HTTPS://GLACIAL-SIERRA-04922
.HEROKUAPP.COM/](https://glacial-sierra-04922.herokuapp.com/)



S.SANCHEZCALLE@GMAIL.COM

[WWW.LINKEDIN.COM/IN/SANTISKY8](https://www.linkedin.com/in/santisky8)

[HTTPS://GITHUB.COM/SANTISKY8](https://github.com/santisky8)



SOFTWARE DEVELOPER

SKILLS & QUALIFICATIONS

- Currently enrolled in the Software Engineering Technology Diploma Program at Centennial College
- Proficient in programming languages including C#, SQL, Unix/Linux, HTML, CSS, JavaScript, GitHub, Java and Python.
- Knowledgeable in software tools such as Adobe XD, Visual Studio, Spyder, Oracle VM, VirtualBox, SQL Developer, Eclipse, IntelliJ, Visual Paradigm, Node.js, Microsoft Office and Google applications
- Designed and developed a website to showcase projects such as a BMI Calculator and Image Slideshow.
- Possesses over ten years of experience in Customer Service, including 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 fully proficient in French

EDUCATION

SOFTWARE ENGINEERING TECHNOLOGY DIPLOMA Centennial College, Scarborough, ON Sept 2021 - Present

Related courses:

Programming I, II, III

Demonstrated ability to develop robust and data-driven desktop applications using .NET technologies, including advanced topics such as generics, extension methods, linear data structures, delegates, asynchronous and parallel programming, advanced GUI, Entity Framework Core, and ML.NET framework. Proficient in C# as the language of instruction.

Data Structures and Algorithms

Proficient in Object-Oriented programming fundamentals, experienced in implementing classical data structures and designing basic algorithms, and knowledgeable in analyzing the efficiency of various algorithms using mathematical techniques.

Software Engineering Requirements, Fundamentals and Design

Experienced in project scope definition, eliciting and specifying requirements, and analysis modeling for both scenario-based and class-based systems. Proficient in behavior analysis modeling and skilled in applying patterns and ensuring quality in software development.

Software Testing and Quality Assurance

Acquired a comprehensive understanding of quality assurance and control activities in software development lifecycle, with a focus on integrating testing processes into agile methodologies. Proficient in designing, specifying, executing, and automating tests using industry-standard tools through practical exercises and instructor-led sessions, culminating in knowledge sharing and student-led research.

Networking for Software Developers

Acquired hands-on experience in developing and maintaining software applications by applying knowledge of network protocols and components, including socket-based network applications, software-defined networks, and client applications interfacing with intelligent devices, through completion of relevant coursework.

Mobile Apps Development

Proficient in utilizing Android Studio to develop applications that leverage Android APIs, including GUI event handling, remote service access, data storage and retrieval, and map display functionalities.

WORK EXPERIENCE

SANTIAGO SANCHEZ CALLE

MISSISSAUGA, ON

+1 647-648-5664

[HTTPS://GLACIAL-SIERRA-04922
.HEROKUAPP.COM/](https://glacial-sierra-04922.herokuapp.com/)



S.SANCHEZCALLE@GMAIL.COM

[WWW.LINKEDIN.COM/IN/SANTISKY8](https://www.linkedin.com/in/santisky8)

[HTTPS://GITHUB.COM/SANTISKY8](https://github.com/santisky8)



LABORATORY OPERATIONS STUDENT - HYBRID

The Hospital for Sick Children, Toronto, ON, Canada

January 2023 – April 2023

- Piloted the Space Resource Management program through the QReserve website by managing lab data
- Edited floor plans using AutoCAD while liaising with team members, labs and checking floorspace in person
- Accomplished data management, data analysis and software integration as well as implementation functions

RECRUITMENT CONSULTANT - HYBRID

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 - ON-SITE

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
- 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 - ON-SITE

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

EXTRACURRICULAR ACTIVITIES

PROJECT MANAGER

lyfe apps, Toronto, CA

August 2022 – Present

- Conceptualizing, recruiting and managing app development with colleagues from three different continents
- Carry out legal and market research during the planning and development of app features
- Conduct project manager dutiesTrack progress and carry out front-end/back-end coding tasks