

Jackie Zeng, BSc

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Career Summary

- Dynamic IT professional and aspiring software developer with a solid foundation in a diverse range of programming languages and technologies, including proficiency in React.js, Node.js, C++, C#, Java, and JavaScript. Leveraging practical experiences gained through academic coursework, virtual experience programs, and professional roles, I am eager to apply my problem-solving abilities to contribute effectively to innovative projects. With a proven track record in driving business development, fostering client relationships, and delivering exceptional customer experiences, I am excited to join a dynamic team where I can continue to learn, grow, and make significant contributions to cutting-edge document software development.

Skills & Qualifications

- **Teamwork:** Able to collaborate effectively within multidisciplinary teams, fostering a positive and inclusive work environment. Valued for my capacity to listen actively and support team members to achieve collective goals.
- **Problem Solving:** Strong analytical and problem-solving abilities, cultivated through academic coursework and practical experiences. Proven track record in identifying issues, developing creative solutions, and implementing effective strategies to address challenges.
- **Adaptability:** Flexible and accustomed to thriving in fast-paced and dynamic environments. Successfully managed diverse responsibilities and shifting priorities while maintaining a high level of performance and professionalism.
- **Leadership:** Natural leader with a proactive and results-driven approach. Skilled in motivating and empowering team members to achieve individual and collective success. Capable of providing guidance, direction, and mentorship to support professional development and growth.
- **Interpersonal Skills:** Fluent in the English and Mandarin languages; adept in conveying technical concepts to audiences of varying sociocultural backgrounds.

Technical Skills

- **Proficient in React.js**, with experience gained via the Front-End Software Engineering Virtual Experience Programme.
- **Familiarity with Node.js**, developed during the Front-End Software Engineering Virtual Experience Programme.
- **Competent in C++, C#, C, Java, and JavaScript**, acquired through coursework at the University of Manitoba.
- **Experienced in utilizing jQuery and JSON** for front-end development (endorsement from the University of Manitoba).
- **Knowledgeable in HTML and advanced data structures**, with practical application via U of M coursework.
- **Proficient in Unified Modeling Language (UML) and SQL**, acquired through academic study and practical projects.
- **Data Visualization Proficiency:** Skilled in utilizing tools like Microsoft Excel and PowerPoint to create informative and visually appealing presentations of analytical findings, enhancing comprehension and decision-making processes.

Professional Experiences

Recruiter & HR Specialist, 22ai

2023 to 2024

- Contributed to the organizational mission of supporting client projects by facilitating communication between candidates and driving sourcing, recruitment, and business development efforts. Applied an entrepreneurial mindset to support executive search projects and learn hands-on life-science recruitment strategies.
- Harnessed the power of AI to connect individuals with relevant career opportunities; assisted in interview processes, including sourcing, scheduling, and follow-up communication, contributing to efficient candidate evaluation.
- Played a pivotal role in developing and representing 22ai's employer brand across various online platforms, along with building positive client/candidate relationships, enhancing the company's visibility and reputation.
- Managed job postings on social media platforms and career sites, maximizing outreach to potential candidates. Analyzed metrics to optimize the effectiveness of AI-driven matchmaking algorithms, providing insights to drive continuous improvement in recruitment strategies.
- Anticipated project demands and requirements, delivering preemptive service to meet client needs effectively.
- Participated in team-building activities and social events, embodying a "pay-it-forward" attitude.
- Engaged in networking events to expand professional connections and stay updated on industry trends.

Professional Experiences Continued

Sales Consultant, Bell MTS**2023**

- Collaborated with fellow consultants within a dynamic team dedicated to delivering exceptional customer experiences and advancing connectivity for clients. Leveraged passion for technology and customer service to provide tailored solutions to meet each client's unique needs.
- Engaged with customers on a personal level to understand their preferences and requirements, effectively matching them with products and services that enhanced their lives.
- Demonstrated expertise in explaining the latest technology offerings, from wireless and internet solutions to TV and home phone products, catering to customers ranging from tech enthusiasts to novices.
- Thrived in a fast-paced environment, maintaining a flexible schedule to accommodate the diverse needs of customers and the demands of the retail environment. Forged lasting connections with customers, leading to repeat business.
- Met or exceeded sales targets by embracing the challenge of driving revenue growth while prioritizing customer satisfaction and loyalty.
- Actively participated in ongoing internal training/development opportunities, honing my skills in sales techniques, product knowledge, and customer relationship management.

Barista, Starbucks**2022 to 2023**

- Served as a frontline ambassador for the brand while balancing the demands of the BSc program at the University of Manitoba. Developed skills ranging from multitasking to exceptional customer service, contributing to the success of the store and the satisfaction of a loyal customer base.
- Played a pivotal role in the success of a high-volume Support location, indirectly generating approximately \$3.6 million in revenue annually, by efficiently serving an average of 500 customers daily.
- Thrived in a fast-paced, time-sensitive environment, where attention to detail and the ability to multitask were essential for success. Engaged with customers on a daily basis, actively listening to their needs and preferences to ensure a personalized and memorable experience with each visit.
- Leveraged my in-depth knowledge of Starbucks products to recommend and suggest offerings tailored to each customer's taste and preferences, contributing to increased sales and customer satisfaction.
- Maintained a clean and organized workspace, ensuring adherence to strict sanitation standards.
- Exhibited time management aptitude by collaborating with team members to ensure smooth operations during peak hours, contributing to a positive work environment and efficient service delivery.

Barista, Freshly Squeezed**2021 to 2022**

- Specialized in preparing and serving a variety of beverages, ensuring prompt and efficient service to meet the needs of a diverse customer base. Provided personalized recommendations to customers based on their preferences and dietary requirements, enhancing their overall experience.
- Upheld high standards of cleanliness and organization, creating a welcoming environment for customers and promoting their satisfaction.
- Demonstrated strong teamwork skills, contributing to a positive work environment and supporting team members.

Education & Certifications

Bachelor Science Degree, Computer Science, University of Manitoba**2018 to 2023****Front-End Software Engineering Virtual Experience Programme, Skyscanner****2023**

- Completed a comprehensive virtual experience program in front-end software engineering through Skyscanner, gaining practical skills and knowledge in front-end development methodologies and technologies.

Volunteer Experiences

Community Volunteer, MS Walk**2018 (1-month period)**

- Contributed to the organization and execution of activities aimed at raising awareness and funds for multiple sclerosis research and support programs. Collaborated with team members and event organizers to ensure a successful and impactful experience for participants and attendees.