

Motivated Software Engineering student with a passion for programming. Collaborative professional with strong communication and problem-solving skills.

## HIGHLIGHTS OF QUALIFICATIONS

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- Student of Software Engineering Technology Advanced Diploma at Centennial College; Holds a Bachelor of Science degree from University of Toronto
- Highly collaborative and personable, with 3+ years of experience in customer service roles
- Effectively communicates IT concepts to both technical and non-technical personnel

## TECHNICAL SKILLS

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<b>Programming:</b>	C++, Java, Python, SQL, .NET, HTML
<b>Operating Systems:</b>	Windows, Linux, Unix
<b>Other:</b>	Oracle, MongoDB, Express and Node
<b>Applications:</b>	Microsoft Office, Publisher, WordPress, MailChimp, Google Sheets

## EDUCATION

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<b>Software Engineering Technology Advanced Diploma</b>	<b>2021 - Present</b>
Centennial College, Toronto, ON	

### *Relevant Courses:*

- Unix/Linux Operating Systems
- Java Programming
- Web Interface Design
- Advanced Database Concepts
- Web Application Development
- Mobile Apps Development
- Data Structures and Algorithms
- Software Testing & Quality Assurance

<b>Bachelor of Science (Honours), Major: Biology and Psychology</b>	<b>2016 - 2020</b>
University of Toronto, Toronto, ON	

## ACADEMIC PROJECTS

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### **Web Design**

- Designed a marketing website for a realtor using HTML, CSS and JavaScript
- Created a responsive user-interface, including a photo gallery of listings, and contact form

### **Software Requirements Specifications (SRS)**

- Collaborated to create a SRS for a mobile app that aims to take students through planned movements of stages to attain a relatively informed student life.
- Determined functional/non-functional requirements and delegated tasks as Project Lead

### **Database Development**

- Designed a database that served as a solution to an e-commerce grocery store using oracle 12 and SQL.
- Determined the organization of individual stored data items in the tables, Relationships / Associations, and details of physical data.

## WORK EXPERIENCE

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### **Unit Administrator, Infection Prevention and Control Canada (IPAC)** **Feb 2021 – Present**

Rockcliffe Care Community, Scarborough, ON

- Design and maintain COVID-19 Rapid Test & PCR database
- Input over 150 records a day with accuracy, efficiency and attentiveness to confidentiality
- Answer, screen and direct telephone calls to appropriate personnel
- Maintain accurate and updates resident listing information
- Prepare charts and files for new admissions

### **Receptionist**

**July 2017 – Feb 2021**

Dr. Ebrahim's Clinic, Markham, ON

- Greeted office visitors, responded to inquiries and managed office intake
- Answered and re-routed incoming appointment calls
- Scheduled appointments for patients; conducted appointment reminders
- Filed medical records and charts in accordance to designated procedures

### **Customer Service Representative**

**Summer 2019**

Call Centre Guys - Freedom, Markham, ON

- Managed a high-volume of inbound and outbound calls for Freedom customers
- Identify customer needs, clarify information and provide solutions and/or alternatives
- De-escalated callers through calm, courteous and competence service
- Met weekly and monthly targets for retention, satisfaction, sales and call resolutions

## COMMUNITY INVOLVEMENT

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### **Leadership Mentorship Program**

**Sept 2016 - 2019**

University of Toronto, Toronto, ON

- Experienced meaningful interactions with alumni and undergrad students through mentoring
- Acquired advice and shared insight with new students transitioning to university life
- Helped organize and plan effective study plans and university transition programming
- Provided information regarding university services and supported with wayfinding
- Maintained weekly check-ins with assigned new students