



# Shaniquo McKenzie

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## Summary

It is my opinion that life is a journey which allows one to develop a unique set of skills that can be harnessed and transformed into one's niche. I welcome any opportunity that allows me to grow in experience and wisdom so I would in turn be able to help others gain these experiences through various means.  
~ S. McKenzie.

### Highlights of Qualifications

- Active volunteer who always helps others and maintains a positive attitude
- Member of Toastmasters International

## Experience

### Epic Support Staff

Scarborough Health Network

Sep 2021 - Dec 2021 (4 months)

- Assisted hospital staff with the navigation of the EPIC environment
- Assisted with trouble shooting of hardware devices
- Reported and documented issues that need escalation to resolve

### Peer Academic Coach

Centennial College

Mar 2021 - Dec 2021 (10 months)

- Aided students in developing learning skills and time management strategies
- Taught techniques such as POMODORO and SQ4R to aid student's in academic success
- Assisted students with study challenges and taking accountability issues

### Peer Tutor

Centennial College

Sep 2019 - Sep 2021 (2 years 1 month)

- Scheduled one on one meeting with students to solve course specific issues
- Created practice scenarios for students to understand specific topics in software engineering related courses such as programming (C#, Java, JavaScript, HTML, Python, SQL etc.)

### Business Analyst

CIBC

Aug 2020 - Dec 2020 (5 months)

- Assisted with tasks set out by various teams, such as research, application testing & development etc.
- Worked closely with different team members to learn more about the company

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- Completed required training courses and other work-related tasks as required

### Seasonal Customer Experience Associate/Cashier/Sales Floor Associate

Walmart Canada

Apr 2020 - Jul 2020 (4 months)

- Stocked and cleaned shelves
- Cashed items purchased by customers while marketing other items
- Greeted customers and assisted in finding the items they requested

### Software Lab Assistant

Centennial College

Dec 2019 - Apr 2020 (5 months)

- Maintained, installed, and configured software on computer systems
- Ensured computer, networking and telephony equipment are operational
- Monitored Open Lab sessions and worked on a software project using python and MSSQL

### Hospitality

Super 8

Feb 2019 - Apr 2020 (1 year 3 months)

- Ensured all rooms were cared for and inspected according to company standards
- Maintained a safe work environment and to replaced equipment as needed
- Dealt with reasonable complaints and requests with professionalism and patience

## Education

### Centennial College

Software Engineering, Health Informatics Technology


2019 - 2021

### The University of the West Indies, Mona

Bachelor of Science - BS, Animal Biology & Biotechnology

2012 - 2016


## Licenses & Certifications

 SAS® Programming 1: Essentials - SAS

## Skills

Customer Service • Software Development • Machine Learning • Data Analytics • Azure DevOps •  
Databases • Health Informatics • Technical Support • Object-Oriented Programming (OOP) • Visio

## Honors & Awards

 Star Tutor - Centennial College

Apr 2021

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