

SHINUMOL SEBASTIAN

207 - 1 Churchill Dr
Sydney, NS B1S 0L6

shinualepy@gmail.com
902-719-0585

Objective: Detail-oriented Software Engineering graduate with a strong foundation in front-end technologies, database management and operating systems. Excited to bring my problem-solving skills and customer service experience to Protocase as 45Drives Data Storage Specialist to tackle new challenges for customer satisfaction.

HIGHLIGHTS OF QUALIFICATIONS:

- 4+ years of Customer Service
- Diploma in Software Engineering
- Bachelors in Electronics Engineering
- Attention to detail.
- Clear verbal communication and keen listening skills
- Excellent problem-solving and decision-making abilities
- Flexibility, reliability and organized.

EDUCATION AND TRAINING

Diploma in Software Engineering Technician

Centennial College, Toronto, Ontario, Canada.

Sep 2022 – April 2024

Relevant Courses Completed: HTML, CSS, JavaScript, Web development, C#, SQL, Unix/Linux Operating Systems, Version Control.

GPA -3.95

PROJECTS

Image Gallery – Move forward, backward, mouse scroll images with hover effect with HTML, CSS and JS

Weather App – Provides real time weather data using API with HTML, CSS and JS

News App – Live news app with API and React library.

Kannur University, Kerala, India

2009

Bachelor of Technology in Electronics & Communication

- Graduated with First Class.

WORK EXPERIENCE

Trainee Engineer

Jul 2009-Dec2012

KFX Circuits & Systems Pvt. Ltd., Kerala, India

- Investigated electronic device failures including circuit testing, PCB testing.

- Mounted SMD components in specified board location.
- Assembled mechanical components and electrical wiring.
- Tested all completed electronic products and sub-assemblies.

Learner Zone

Manager, Kerala, India

Jan 2013-Apr 2017

- Processed group admissions for Abacus course and conducted workshops.
- Analyzed customer needs and offered solutions.
- Handled customer inquiries and complaints.
- Answered telephone calls, checked emails, and performed clerical duties.
- Prepared and coordinated production and submission of annual reports.

Mama Gratti's Deli \$ Market

Team Leader, Halifax

Oct 2017- Aug 2019

- Operated Cash register.
- Prepared wraps and sandwiches according to individual orders.
- Responsible for making customized salads and display of salad bar.
- Replenished the produce according to freshness, dates and time.

Tribus Services, Halifax

Customer Care Representative

Sep 2019 -June 2021

- Supported Smart Meter project with Nova Scotia Power
- Answered inbound and made outbound calls
- Resolved service issues and responds to customer inquiries
- Recorded all related information by entering data into FieldPro software database
- Performed meter reading validation

Statistics Canada, Halifax

Data Collection Clerk (Remote)

Dec 2019 - Present

- Perform telephone interview on surveys
- Explain purpose of survey to respondents to gain cooperation
- Obtain and record their responses in CMP software
- organize and complete work assignments as per instructions

Visa – Permanent Resident

References

Shelley Lund – Controller/Owner, Brilun Construction, Sydney

shelley@brilun.ca, 902-578-0209

Keegan Whalen – Data Collection Supervisor, Statistics Canada, keegan.whelen@statcan.gc.ca