Sophia Le

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SUMMARY OF SKILLS

- Computer Languages**: Java, JavaScript and D3.js, SQL, C/C++, HTML, CSS, and Python**
- Software Tools: **Google Cloud, ServiceNow, Microsoft SharePoint, Power BI, SAP, Tableau, and Citrix**
- Highly familiar with version control systems such as **GitHub**
- Knowledgeable of **Waterfall** and **Agile (SCRUM)** methodologies
- **Eager Learner**: Self-motivated and welcoming of new challenges
- **Self-managing**: Able to plan and execute tasks in a prescribed organized manner and timeframe
- **Communication**: Strong oral and written skills as demonstrated in work, volunteer, and classroom settings
- **Team Player**: Collaborated with several IS (Information Services) department members to devise strategies for increasing client satisfaction
- **Determined**: Excels in a fast-paced, high-stress, team-based environment
- **Natural leader:** Capable of leading team activities in a positive work environment

EDUCATION – ANTICIPATED GRADUATION DATE: December 2021

Bachelor of Science Degree Candidate – Major: Computer Science
University of Calgary, Calgary, AB   September 2016 – Present
- Concentration: Software Engineering
- Completed courses: Explorations in Information Security and Privacy, Data Structures and Algorithm, Information Visualization, Human Computer Interactions, Computing Machinery I and II, Computer Networks

WORK EXPERIENCE

End User Computing Co-op Student   January 2020 – May 2021
Husky Energy/Cenovus Energy, Calgary, AB
- Developed strategies relating to decommissioning services, streamline backup processes, data analysis and clean up.
- Collaborated with EUC team to develop comprehensive ideas and solutions to clients.
- Ensured the rapid and efficient integration of the technology systems of Husky and Cenovus in response of the merger.

Customer Service Representative   November 2016 – February 2020
CaseMogul Phone Repairs, Calgary, AB
- Duties include demonstrating outstanding customer service, ensuring that the selling floor is fully stocked, and processing electronic repairs.
- Successfully increased the average Google Business review rating for the NE Calgary store location by 65%.

VOLUNTEER EXPERIENCE

DevFest YYC Volunteer   November 2019
 Google Cloud Developer Group, Calgary, AB
- Facilitated Google Cloud workshops at GDG Cloud Calgary's DevFest event, Western Canada's largest Google Cloud and Cloud Native conference.
- Extended help to over 100 attendees when they experienced unexpected scenarios (e.g. debug issues).
- Crash courses covered various topics including AI and Machine Learning fundamentals, Firebase hosting, and BiqQuery Analytics.

Technical Lab Facilitator   October 2019
 Google Cloud Developer Group, Calgary, AB
- Taught cloud computing and engineering topics to over 50 attendees at GDG Cloud Calgary's hands-on lab sessions.
- Covered topics such as Cloud SQL, Cloud ML Engine and Natural Language API, and Cloud Dataproc.