

# SAM TRIPP

## CONTACT

✉ sstripps1@gmail.com

in sam-tripp-ca

🌐 samtripp.ca

## PROFILE SUMMARY

Driven individual with more than 10 years of experience in a customer facing role. Skilled in identifying client needs, developing tailored strategies, and implementing solutions to deliver an exceptional customer experience. Excellent communicator, with a strong ability to bridge communication between technical and non-technical personnel.

## EDUCATION

2016 - 2021

UNIVERSITY OF WATERLOO

- BSc: Science and Business
- Dean's honour's list achieved every term

## SKILLS

- Customer support
- Client relationship management
- Technical skills
  - Python (OOP, Pandas, Numpy)
  - Frontend (CSS, beginner React)
  - Databases (SQL, Redis, Postgres)
  - AI for coding (chatgpt, GitHub Copilot)
- Project management (incl. Agile Dev)
- Report preparation

## INTERESTS

- Yoga (200h certified teacher)
- Running
- Scuba diving
- Hiking
- Guitar (learning)

## WORK EXPERIENCE

**Dash Solutions Architect (Intern -> Full Time)**

2020 - 2022

*Plotly*

- Worked closely with a variety of clients to build custom software solutions based on their business requirements
- Led the development of production grade web applications, including backend development, frontend design, performance optimization, data management, usability testing, project management
- Presented training workshops on how to use software, catering to users of varying backgrounds and technical skill levels

**Portfolio and Product Co-op**

2019

*Purpose Investments*

- Developed financial analytics within Django framework, and used REST API to integrate with internal reporting webpage
- Used python to automate the creation of several daily/weekly reports to increase efficiency of workflow (>1 hour to <10 minutes)
- Completed a variety of ad-hoc tasks across various teams, such as drafting reports, creating slide-decks, and performing financial calculations

**Junior Python Engineer**

2019

*CPP Investments*

- Wrote python code for comparison of data between production and test environments, including data visualization
- Quickly adapted to new technologies, workflows, and code repositories in order to complete projects effectively

**Various Hospitality Positions**

2022 - Present

- Intentional break from tech for travel and work in hospitality roles
- Worked in various hospitality positions (mostly in Australia) during this time, including barista, server, and fast food shift supervisor