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SUMMARY

Results-driven Software Developer, specializing in Artificial Intelligence, with a strong foundation in **Agile** methodologies and the Software Development Life Cycle (**SDLC**). Proficient in programming languages such as **Python, SQL, JavaScript** and **C#** with skill in **data analytics, data visualization**, and **full-stack** development. Effective communication, collaboration and leadership skills, honed through **6 years** of experience as an **Operations Manager**, working with a diverse team to deliver technology solutions.

TECHNICAL COMPETENCIES

Programming: Python, SQL, C#, Java, JavaScript, HTML/CSS

Frameworks & Libraries: React, Flask, Django, Angular, Node.js, JSON

Development Tools: Git, GitHub, Visual Studio Code, Eclipse, IntelliJ

Operating Systems: Unix, Linux, Windows, MacOS

Other Tools: Jira, Trello, Microsoft Visio, Microsoft Office (Excel, PowerPoint), Microsoft PowerBI

KEY SKILLS

Python (NumPy, Matplotlib, Pandas, Keras)

Technical Documentation (SRS, SSD)

Project Management Fundamentals

Statistics & Probability

Machine Learning

Data Security & Privacy

Testing & QA

Web Development

Interface Design

EDUCATION

Software Engineering Technology - Artificial Intelligence (Co-op) Advanced Diploma

Sept 2023 - Present

Centennial College, Toronto, ON

GPA: 4.4/4.5 (A+)

Data Structures and Algorithms

AI and Machine Learning Foundations

Database Concepts (SQL)

Java Programming

C# Programming

Web Development & Design

ACADEMIC PROJECTS

Automated eBay Price Tracker and Data Logger - Python

- Developed an **automated** eBay price tracking tool that monitors product prices and **logs them into a CSV file**, allowing for historical price analysis and trend monitoring over time.
- Utilized Python's **requests** library to scrape web data from eBay and **BeautifulSoup** to parse and extract product pricing. Implemented data logging by saving each price check with a timestamp into a CSV file, enabling easy access to the collected data for further analysis.

Real Estate Website - Web Development and Design

- Designed and developed a fully responsive real estate website from scratch using **HTML, CSS, and JavaScript**, ensuring optimal performance on both web and mobile platforms
- Created a dynamic main page featuring a real estate agent's profile, mission statement, and customer reviews, along with property pages showcasing detailed galleries, price listings, and home descriptions
- Implemented interactive elements such as a contact form and site map, enhancing user engagement and navigation while adhering to best practices in web development and responsive design

eCommerce Website - SQL Database

- Developed a robust **SQL database management system** for an e-commerce platform, enabling efficient storage, updating, retrieval, and maintenance of inventory data
- Designed and implemented comprehensive Entity-Relationship Diagrams (ERDs) and SQL Table Creation Scripts, ensuring accurate data structure and integrity across all tables
- Executed advanced SQL queries and data manipulations, showcasing database functionality, and compiled a detailed project report with screenshots to demonstrate the completion of all deliverables

DonateWear Web and Mobile App - Software Requirements Specification Document

- Collaborated in a team of 3 to develop the DonateWear project, a clothing donation platform that connects donors with local charities and organizations
- Utilized Agile methodologies to create the Software Requirements Specification (SRS) document
- Developed functional and non-functional requirements, and produced UML diagrams including class diagrams, sequence diagrams, and ER diagrams to illustrate the system's architecture and interactions

WORK EXPERIENCE

Operations Manager

May 2018 - August 2024

REEF Technology - Toronto, Ontario

- **Oversee and Optimize Operations:** Manage the daily business operations across multiple departments, including IT, HR, Maintenance, and Accounting, to ensure the efficient functioning of REEF Technology's urban space solutions, real estate and parking facilities.
- **Lead Technology Implementations:** Spearheaded the implementation of COUPA for AP software and UKG for workforce management, resulting in a 95% improvement in data completeness and a 50% increase in staffing efficiency. Utilized Agile methodologies to break down tasks, prioritize deliverables, and ensure timely project delivery.
- **Vendor and Resource Management:** Managed relationships with vendors, suppliers, and service providers, ensuring the timely and high-quality delivery of goods and services. Took initiative to implement a Preventative Maintenance program, reducing company operational costs by 25% and generating a new revenue stream of \$10,000 to \$20,000 monthly.
- **Data-Driven Decision Making:** Conducted data analysis using Excel and Tableau to generate monthly revenue reports and present key insights to Account Managers and clients. Increased parking revenue by 30% for eight downtown locations by implementing competitive rate proposals and optimizing parking operations.
- **Customer Service and Revenue Optimization:** Achieved a 90% occupancy rate at a key site by analyzing traffic patterns and occupancy data, implementing strategic changes to parking operations, and enhancing customer payment options, doubling revenue during peak hours.
- **Collaborative Problem-Solving:** Collaborated with cross-functional teams to troubleshoot hardware/software issues, ensuring the seamless deployment of new technologies. Actively contributed to debugging SQL queries and refining data for project success.
- **Training and Development:** Delivered comprehensive training to over 100 end-users, effectively translating complex technical concepts into accessible instructions for non-technical users. Conducted training sessions via Microsoft Teams for managers across Canada on internal software systems.