

Eliza Murray

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Driven and reliable individual with strong interpersonal and conflict resolution skills passionate about IT and front-end web development with a focus on user experience and accessibility.

Hard Skills

- **OS** Windows, Mac OS, Android, iOS
- **Applications** Microsoft Office 365, iWork, VSCode, XAMPP, Wordpress, GIMP, Procreate, Miro, GitHub
- **Languages** HTML5, CSS3, JavaScript (ES6)
- **Design** accessible web design, photo manipulation, watercolour art

Soft Skills

- Teamwork
- Time management
- Organization
- Communication
- Conflict resolution

Education and Certifications

freeCodeCamp.org Responsive Web Design Developer Certification

March 2022

This certification was taken in order to prove my skill. Though completed this March, I have 2 years of experience working with both HTML and CSS.

- Designed, built, tested and deployed 5 websites according to specification using HTML and CSS
- Learned best practices and principles of applied accessibility and responsive web design for the most equal and highest quality user experience

Google IT Support Professional Certification

Anticipated completion: May 2022

This course provides an in-depth education into the fundamentals of tech support, including: Computer networking, various OS systems, and system administration and IT infrastructure services

I have learned:

- Computer assembly and installation/configuration/troubleshooting of hardware and software components
- Common problem-solving methods and skills used in an IT setting

I will learn:

- Fundamentals of computer networking technologies and cloud computing
- Best practices/processes: system administration and IT infrastructure services
- Concepts, tools, best practices for IT Security
- Customer support & ServiceNow Foundations Training

freeCodeCamp.org JavaScript Algorithms & Data Structures

Anticipated completion: May 2022

This course teaches basic JavaScript, ES6, regular expressions, basic data structures, Object Oriented Programming and functional programming.

I have learned:

- Basics of JavaScript
- ES6

I will learn:

- Regular expressions
- Basic data structures
- Object-oriented Programming
- Functional Programming

University of King's College, BA History

Sept 2019 - Sept 2021

Completed 2 years of Undergraduate program, maintained a 3.8 GPA

NSCC Adult Learning Program

Sept 2016 - June 2019

Adult High School Diploma, 3.9 GPA

Experience

Needs Convenience Store Clerk, Halifax NS

Jan 2018 - Aug 2018, June 2019 - Aug 2019

- Worked independent shifts responsible for opening and closing of store, requiring operation of the security system and cash safes as well as store set up and cleaning.
- Served and assisted customers with orders and issues, including the de-escalation of fraught situations due to a lack of required identification and/or intoxication. This required the ability to remain calm under pressure, quick analysis of situations and empathy without judgement or negative tone of voice.
- Assisted management in the training of new staff, managing, ordering and keeping stock of controlled and regular product and large amounts of cash. Regularly communicated staff issues to management and provided relief when any staffing issues arose.
- Operated and occasionally troubleshooted security and POS systems, card readers and wireless modems while simultaneously managing customer care and other time-sensitive duties. Task prioritization and time management were crucial to keep both the store and staff organized and prepared when these issues arose.