COMPUTER PROGRAMMER

**ABOUT ME**

Dedicated and recent BIS graduate who graduated with great distinctions, 95% GPA, and has hands-on experience working in a computer programming environment. I am seeking to be part of SaasyCloud and contribute towards achieving the company’s values and goals

**PROFILE HIGHLIGHTS**

* Seven plus years of IT experience;
* CompTIA A+ Certification – 220-901/220-902;
* Platforms: Windows, Unix/Linux;
* Language: ASP.NET, C#, JSON, Java, JavaScript, jQuery, SQL, PL/SQL and HTML 5 & .CSS
* Ticketing System: TFS, Jira, Zendesk
* IDEs: Microsoft Visual Studio 2015 & 2017, NetBeans, Android Studio, Microsoft SQL, Server Management Studio 17
* Process: Agile, Version Control (GIT, TFS)
* Understanding of Technologies: Entity FrameWork 5 & 6, ASP.net MVC
* Database: Data Normalization, Oracle 12, MS SQL Server

**VOLUNTEER WORK**

**Role: Facilitator**

Saskatchewan Polytechnic, Central Collegiate Gaming 90 class Day Camp, Programming hosted by the Business Information Systems Department.

**PROFESSIONAL EXPERIENCE**

**SGI 2018**

**Systems Trainee**

Co-Operative Term

Notable Achievements:

* Consistently ranked in the top three for support
* Was selected, due to my work performance, to job shadow a database administrator

**IQmetrix 2009-2017**

**Technical Operations 2011-2017**

**Quality Assurance 2013-2013**

**Support Relations 2009-2011**

Notable Achievements:

* Reduced ticket handle times for the department by implementing new ticket flows and employee training
* Created and implemented a severity/ranking system for our ticket flows

EDUCATION

**Business Information Systems Diploma, with great distinctions** June 2019 • Saskatchewan Polytechnic, Moose Jaw SK

**Bachelor of Arts, Degree in International Studies with a certificate in Japanese** 2006 • University of Regina, Regina SK

JOB ROLES

**Addressed Future and Current Planning of Work Flow**

* Created and acted upon team Metrics and Reports (Zendesk)
* Worked with the lead to adjust how the tickets were handled
* Created and maintained standardization of how incidents were created and sent
* Worked in an Agile work environment

**Employee Training**

* Developed and updated knowledge-based information
* Created exams and provided sample situations for training
* Provided training sessions to teams or individually

**Assisted with client’s issues**

* Addressed client’s problems by remote services, emails, phone calls, onsite and internal tickets
* Set up virtual machines to address computer specific issues
* Troubleshot drivers for varies point of sale hardware devices
* Troubleshot hardware and replaced if needed
* Added and Removed privileges from Active Directory

**Quality Assurance**

* Tested and Verified issues
* Tested features in future releases
* Exposed to Postman and CodedUI

**Interacting with Multiple Teams**

* Daily, I had to communicate with the Developers, Business Analyst and

Support, to address pending issues, future issues, or issues that they were working on

**Database Work**

* Creation of report queries
* Data Validation
* Pulled data from the Database