

Ysabella Cubay

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PROFESSIONAL PROFILE

- Experience in design, development, implementation, testing and maintenance of software systems.
- Excellent understanding of interface design, database programming, object-oriented programming, and web application.
- Over 7 years of customer service in the hospitality sector ensuring customers receive the best experience possible.
- Exceptional time management, problem solving skills developed through years of experience in the food and beverage industry.
- Effective oral and written skills.
- Technical Proficiencies:
Languages: HTML, CSS, Java, C#, JavaScript
Databases: MySQL, MongoDB
Design Tools: Figma, Adobe XD
Content Management Systems: Wordpress

EDUCATION

Diploma in Information Technology, Major in Software Development **May 2022 – December 2023**

Southern Alberta Institute of Technology (SAIT), Calgary, Alberta – 3.97/4.0

Core Courses:

- Object-oriented analysis, design and programming
- Database programming and testing
- Web application programming
- Interface design
- Security for software developers

Affiliations: Phi Theta Kappa Honor Society, Beta Sigma Tau Chapter

Bachelor Degree of Science in Hospitality Management

Awarded 2015

Polytechnic University of the Philippines, Manila - 3.8/4.0

RELATED EXPERIENCE

Social Media/ Web Support

August 2023 – Present

The Wild Bird Store

Calgary, Alberta, Canada · Hybrid (Remote & On-site)

Key Responsibilities:

- **Strategic Collaboration:** Aligned social media and web strategies with business goals in close collaboration with owners.
- **Dynamic Content Creation:** Designed engaging content for Facebook, Twitter, and Instagram using Canva.
- **Web Design and Optimization:** Led responsive redesign projects using WordPress, integrating plugins for enhanced functionality.
- **Data-Driven Decision Making:** Analyzed social media and website metrics for informed decision-making.
- **Enhanced User Experience:** Implemented responsive web design practices, improving overall user experiences.

Technical Proficiencies:

- **Design Tools:** Canva for visually appealing social media content.
- **Software:** Proficient in Microsoft Office suite.
- **Web Development Skills:** HTML, CSS, JavaScript, Wordpress.
- **Developer Tools:** Utilized various web developer tools for optimization and debugging.

SAIT Capstone Project – Point-Of-Sales System

August – December 2023

Collaborated with a team to design and deploy a small-scale POS System with the basic functionalities, high maintainability, user-friendly interface and secure database.

- Designed and built database system.
- Designed and built functional backend using C# .NET.
- Tested all functionalities working according to design.

Technical Proficiencies:

- **Design Tools:** Figma for UI design,
- **Software:** Visual Studio 2022, MySQL Workbench, VMWare.
- **Web Development Skills:** C# .NET, WPF, Typescript
- **Developer Tools:** Various frameworks and dependencies.

VOLUNTEER

Event Volunteer

May 2022 – December 2023

Southern Alberta Institute of Technology, Calgary AB

- Assisted speakers during breakouts.
- Assigned in the registration booth.

OTHER WORK EXPERIENCE

Baker - Tim Hortons, Calgary AB

July 2021 – March 2022

Accountable for freshness of all baked products, ensure accuracy in food production report and wastage reports, inform restaurant manager for running out products.

Key Success

- Using own initiative, gathered data, analyzed information to determine a process which decreased the amount of food waste each season by 10%.

Supervisor - Tim Hortons, Calgary AB

February 2019 – August 2020

Accountable for daily shift, oversees all employees are practicing proper food handling practices, ensures store is clean before endorsement and tracking of daily wastages.

Key Success

- Maintained store audit passing rate by effective management of cleaning schedules.
- Maintained drive-thru time by efficient floor organization.

Assistant Restaurant Manager

March 2017 – November 2019

Classic Savory, Antipolo, Philippines

Accountable for daily operations and ensure proper food handling is always practiced.

Key Successes

- Achieved high marks on all audits by maintaining standards.
- Yearly target sales achieved.

Shift Restaurant Manager

June 2015 – February 2017

Pancake House, Rizal, Philippines

Accountable for daily operations, ordering of stocks, inventory, quarterly business review, ensure proper food-handling is always practiced and tracking of store yearly maintenance.

Key Successes

- Achieved high marks on all audits.
- Yearly target sales achieved.