Zahra Aden

Toronto, Ontario

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www.linkedin.com/in/zahra-aden

Dedicated and detail-oriented software engineering student, specializing in Health Informatics Technology. Proven ability to communicate effectively, adapt to fast-paced environments, and learn new technologies quickly, with proficiency in HTML, CSS and Microsoft Excel. Eager to apply strong analytical and interpersonal skills to support technology solutions that improve business outcomes and system efficiency.

Highlight of Skills

- Solid foundation in agile practices, object-oriented programming, and user-oriented design
- Strong interpersonal skills, demonstrated through extensive customer service experience
- A proven leadership capacity, with experience in training and coaching new employees
- Attentive to details and accuracy in data entry; manages sensitive information with integrity and in accordance to strict privacy protocols, processes and legislation

Education

Health Informatics Technology (Co-op) Advanced Diploma   September 2024 - Present

Centennial College, Toronto, ON   *GPA: 4.2/4.5 (A)*

Courses:

C# Programming (HTML/CSS)	Software Engineering Foundations	Web Interface Design
Unix/Linux OS	Client-Side Development (JavaScript)	Database Concepts (SQL)
Software Systems Design	Structure of Information Systems (Excel and Data Analytics)	
Microsoft Word	Excel	PowerPoint
Visio	Tableau	

Academic Projects

Software Requirements Specification Document

- Collaborated in a team of 4 to develop an SRS document for *MedInterpreter*, a software designed to facilitate real time language translation between healthcare professionals and patients who speak different languages
- Focused on defining the system's purpose, features, and target users, outlining how the application would use Natural Language Processing to provide real time audio and text translation in clinical settings
- The software was designed to integrate with hospital systems, such as EMRs and support multiple languages through a user-friendly interface
- Established clear documentation standards, which included use case formatting and requirement prioritization, to guide development and ensure alignment with the needs of providers, developers, and other stakeholders
- Tools used for the project included: Microsoft Visio, PowerPoint, and Google Docs

Web Design - HTML & CSS

- Developed a responsive, multi-page website for a spa using HTML and CSS, showcasing clean layout and consistent styling
- Designed and structured pages for home services, appointment booking, and a site map to ensure smooth navigation
- Highlighted spa offerings with service descriptions, pricing, and interactive elements designed to lead users to appointment booking

- Focused on user experience by incorporating relaxing visual elements and a layout that reflects the spa's tranquil atmosphere

Work Experience

Clinical Research Technician | Biopharma Services, Toronto, ON   September 2023 - Present
- Reviewed study protocols and participated in training meetings for study-related activities
- Collected and processed blood, urine, and other specimens while ensuring proper handling
- Conducted ECG's and drug/alcohol tests, maintaining compliance with protocols
- Assisted in drug administration by verifying patient identification
- Maintained accurate data entry and performed data review of source documentation

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Cashier | Real Canadian Superstore, Toronto, ON   January 2016 - September 2023
- Communicated effectively with customers, resolving issues and concerns promptly
- Trained new cashiers, ensuring they were prepared and supported for their roles
- Managed multiple customers simultaneously at self-checkout, enhancing customer flow
- Gained valuable empathy and responsibility through diverse interactions at the customer service desk

Certifications

Medical Laboratory Professionals' Association of Ontario (MLPAO) Certification
November 2023
- Demonstrated foundational knowledge for clinical research, data collection and data analytics