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WORK EXPERIENCE

Revature – CitiBank Training   September 2024 – November 2024
L2 Production Support: Software Developer   *Remote*

- Provided technical production support, managing and resolving incidents using ServiceNow for CitiBank's stock-market trading tools and applications
- Utilized Python and SQL to collect, organize, and automate data processes, optimizing operational efficiency
- Applied industry-standard frameworks and best practices such as ITIL, ITSM, and SDLC, leveraging tools like Active Directory, HTTP monitoring, and SWIFT to maintain system reliability and compliance
- Monitored system health and performance using Prometheus and Grafana

Horizon Digital   July 2021 – Present
Software Developer / Data Analyst   *Remote*

- Collaborated with cross-functional teams to design, develop, and deploy web applications using various programming languages, frameworks, and tools
  - Versatile in HTML, CSS, JS, Angular, SOAP, Legacy .NET, SQL, Git, Jira, ServiceNow, Caching, etc.
- Employed agile development methodologies and best practices to deliver high-quality, scalable web applications
- Maintained efficient, modular codebases to enable rapid feature development and seamless integration
- Demonstrated expertise in troubleshooting and debugging web applications to ensure optimal performance and user satisfaction

OSL Retail Services   (Bell, Rogers, Telus, Freedom)   July 2020 – Present
Telecommunications' Sales Representative   *Windsor, ON*

- Assisted customers with product selection and activated phones and SIM cards via provider portals.
- Effectively and positively provided real-time face-to-face technical support
- Managed and performed weekly counts of phone/accessories inventory, in respect to retail demands and making orders to ensure inventory supply is sufficient at all times
- Consistently ranked as one of the top sales performers within the district

EDUCATION

University of Windsor   Completed 2024
Bsc, Computer Science   *Windsor, ON*

- Relevant Courses Taken: World Wide Web Systems Development, Operating Systems Fundamentals, Obj-Oriented Programming Using Java, Data Structures & Algorithms, Computer Architecture: Digital Design

TECHNICAL SKILLS

- **Programming:** Proficient in Python, Java, C/C++, JavaScript/Typescript, HTML, CSS, Legacy .NET
- **Database & Systems:** SQL, CRUD, RDBMS, Unix/Linux (bash scripting, cron), Active Directory, HTTPS
- **Tools & IT Management:** ServiceNow, ITIL, ITSM, incident management; Prometheus, Grafana, AWS, SDLC (Agile, Waterfall), Git, Github, AutoSys, Service Logging, Caching, SOAP API

SOFT SKILLS

- **Financial & Industry Knowledge:** Capital markets, financial instruments, SWIFT systems, MT Messaging
- **Communication & Service:** Customer service, remote desktop support, effective communication
- **Organization & Problem Solving**: Strong organizational/time management skills, strategic problem-solving