Co-op Resume Gallery

School of Advanced Technology

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School of Advanced Technology Resumes

Bobby Smith

smittyzs102@algonquinlive.com

Education

Biotechnology Advanced, Algonquin College, Ottawa ON   **Sept. 2017- Present**

- Dean's Honours List; GPA 3.5 / 4.0 Fall Semester 2017
- Dean's Honours List; GPA 3.5 / 4.0 Winter Semester 2018

Program-Related Skills

Laboratory Equipment: Micropipettes, serological pipettes, volumetric pipettes, Burettes, volumetric flask, Erlenmeyer flask, beakers, graduated cylinders, analytical balance, etc.

Software Tools: Microsoft Office (Word, Excel, Outlook)

Gene identification: Gel electrophoresis

Differential Stains: Gram-stains

Titrations: acetic acid, phosphoric acid

- Performed and graphed titrations using excel
- Created recombinant DNA and tested success of ligation through gel electrophoresis
- Identified gram-positive and gram-negative bacteria by gram-staining method
- Demonstrated proper laboratory procedures through use of PPE and safe handling of equipment/reagents
- Strong communication skills to prepare detailed laboratory reports

Additional Qualifications

- Ability to clearly communicate with team members and supervisors in a professional environment
- Highly cooperative and excels in a team environment as demonstrated during the 5+ years in various customer service roles
- High interpersonal skills and patience
- Use effective time-management strategies to schedule tasks and complete work to deadlines

Other Work Experience

Assembler, Beer Store Distribution Center, Ottawa, ON   **June. 2018 – Present**

- Assembled pallets of beer to be loaded on transport trucks for delivery to retail locations
- Accompanied drivers to assist in deliveries (unloading and loading truck)
- Utilized heavy equipment (transporter) to assemble pallets
- Developed time management skills by strategically assembling pallets to finish orders on schedule

Special Needs Support, ABC Healthcare Associates, Ottawa, ON   **May. 2018 – Present**

- Working with adults with physical and behavioral disabilities
- Assist clients in their physical, social, emotional and daily life skills development
- Provides clients with emotional support
- Assist client's day-to-day needs such as: bringing to medical appointments, eating/other human needs, recreational activities
- Developed interpersonal skills through assisting clients
- Developed accountability skills through being responsible for well-being of clients whilst providing care

Meat Clerk, Loblaws, Ottawa, ON   **Feb.2013 – Present**

- Provided superior customer service by creating a friendly environment and demonstrating strong product knowledge
- Aided customers by providing knowledge of product
- Stocked isles with product
- Unloaded orders and organised in cooler
- Developed knife skills by learning to cut meat

References

Jimmy Wong– Special Needs Support, ABC Healthcare Associates
613-555-1212
Ima Reference **–** Meat Department Manager, Loblaws Canada 613-809-5635

Muhammad Ali

(905) 555-1212 · alim0131@algonquinlive.com

Education

Biotechnology (Advanced) Diploma, Algonquin College   2017 – Present
- Dean's Honours List; GPA 4.0/4.0

Bachelors Degree of Health Sciences (Honours), McMaster University   2013

Program-Related Skills

Biology Laboratory Skills: DNA extraction, gel electrophoresis, PCR, plasmid DNA recombination, bacterial transformation, microscopy, and staining

Chemistry Laboratory Skills: spectrophotometry, liquid-liquid extraction, thin layer chromatography, and gravimetric analysis, and titration

Additional Qualifications

- Two years experience in laboratory setting performing cell culture, protein assays and western blotting
- Work effectively both individually and as a member of a group
- Strong organizational, problem-solving, and time-management skills
- Experience with Microsoft Office, Microsoft Word, Microsoft PowerPoint and Microsoft Excel.
- Fluent in English and conversational French

Related Experience

Assistant Researcher, Jill's Health and Wellness,   2010 – 2012
Orleans, ON
- Performed basic cell-culturing, protein assays and western blotting
- Familiar with the collection of microvesicles
- Prepared stock buffer solutions and other materials as necessary
- Kept work area clean, washed dishes by hand and prepared items for decontamination

Other Work Experience

Customer Service Associate, The Home Depot   2017 – Present
Ottawa, ON
- Provide prompt and professional customer service in a busy environment
- Assist customers with special orders, installations, online orders, and deliveries
- Solve problems by contacting the project support centre or vendors on the behalf of customers
- Assist customers with credit card applications and payments
- Process returns for in-store, special order, and online purchases

Head Cashier, The Home Depot   2010 – 2016
Kanata, ON
- Provided training and supported cashiers, maintained and troubleshot equipment
- Monitored metrics, assessed accuracy, and provided feedback to cashiers
- Co-ordinated breaks and lunches for cashiers and lot associates
- Opened and closed tills, tested EAS system
- Ensured that the cash gates and front vestibule are clean, well-stocked, and signed
- Provided customer service while processing sales with speed and accuracy.
- Assisted customers with the operation of the self-checkout, invited customers to the self-checkout to reduce lines, and proactively offered to assist customers with large items
- Processed and sorted returns, tagged damaged items to be returned to the vendor.
- Prepared bank deposits, managed change orders, balanced tills and investigated discrepancies

Certifications

- WHIMIS
- OWSHA
- Biosafety Containment Level 2

References

Jill Brown   Donald Johnson
Owner   Department Supervisor, Special Services
Jill's Health and Wellness   The Home Depot
(905) 613 1234 ext. 5   (613) 867-5209 ext. 451
jillbrown@bellnet.ca

Howard Kerney
Tel**: (613)-555-5555**   Email: **howwardkerney1980@algonquinlive.com**

Education

Business Intelligence Systems Infrastructure   2018-2019
Ontario College Graduate Certificate Program
Algonquin College of Applied Arts and Technology, Ottawa ON

Computer Programmer   September 2009 – January 2011
2-Year, Ontario College Diploma Program
Algonquin College of Applied Arts and Technology, Ottawa ON

Program-Related Skills

- Java/Swing/AWT, Microsoft Office Suite (Excel, Word, PowerPoint), Microsoft Visio
- Microsoft Access, Visual Studio (C#), Eclipse, Oracle, MySQL, Bash Scripting (Linux)
- VMware, Tableau, SPSS Modeler/Statistics, IBM Cognos BI
- HTML/CSS, PHP, Android Development, Business Programming (COBOL),
  Python Scripting
- Object-Orientation, Polymorphism, Inheritance, Encapsulation, Modularity, Data
- Sorting/Indexing/Insertion/Deletion
- Iteration/Recursion, Interfaces, Collections, Design Patterns (Get/Set, Delegate,
- Singleton, Factory/Builder), Network Diagnostics

Academic Projects

Tableau Visualization Project

- Project goal was to answer a question using collected data, and allow a user to access and explore the material through a dashboard
- Team studied living spaces in Ottawa and added factors such as nearby crime rates, census data, and services to allow some variance in determining a suitable home for a particular set of requirements

Client Project, Data Visualization

- Created action filters, parameters and calculated sets for preparing dashboards and worksheets in Tableau.
- Created multi-dimension bar graph, pie chart and interactive dashboard using Tableau desktop
- Created worksheets of selected attributes, such as regions and years, displaying as visualized

Howard Kerney
Tel: (613)-555-5555   Email: howwardkerney1980@algonquinlive.com

Work Experience

Contractor, Self Employed - Ottawa, ON   July 2012-September 2018

- Subcontracted for various home improvement/repair tasks, including painting,
- landscaping and minor electrical work

Quality Control Analyst, Gamers Inc. – Ottawa, ON   January 2011 - August 2012
- Performed manual testing of game software
- Determined issues within the software, and the methods of reproducing them
- Managed multiple versions of software through the use of continuous integration tools and gaming platforms
- Tracked the progress of various issues across builds using JIRA software.

Produce Associate, Walmart Canada, Kanata, ON   September 2010- January 2011

- Stocked display counters and confirmed that the counters were organized and full
- Culled the department to verify the quality and freshness of the merchandise
- Ensured that products were clearly labeled with the correct price, country of origin

References

Contact Name
Position Title
Company Name
Phone Number and Email

Contact Name
Position Title
Company Name
Phone Number and Email

Nevada Mellon H - 613 745 1576 | mello51803@algonquinlive.com

Education
Computer Engineering Technician – Computer Science Advanced Diploma, Algonquin College, Ottawa ON

Jan. 2018 – Present

• Dean's Honours List; GPA 3.98 / 4.0

• Selected Coursework: Object -Oriented Programming (Java), Network Programming, Operating Systems (Windows, Linux), Calculus, Communications 1

Program-Related Skills
Programming Languages: Java, SQL,

Operating Systems: Windows XP, Windows 7, Windows 8, Windows 10, Ubuntu, Linux

Database Management Systems: PostgreSQL

Software Tools: Eclipse, MySQL Workbench, SQL Server Management Studio 2017, VMWare Workstation, Microsoft Office (Word, Excel, Outlook)

• Created, tested and maintained Java program codes using object-oriented methods

• Tested and generated well-designed databases and manipulated database objects using basic and advanced SQL commands

• Debugged programs using manual techniques and computerized programming tools

• Strong knowledge of various operating systems and how they interact with hardware and software

• Comfortable utilising the command line on multiple systems

• Strong technical communication skills to prepare detailed technical reports and effective presentations

Additional Qualifications
• Ability to clearly communicate with team members and supervisors in a professional environment • Highly cooperative and excels in a team environment as demonstrated during the 2+ years in various customer service roles

• Effective leader; trained and supervised personnel

• Use effective time-management strategies to schedule tasks and complete work to deadlines • Languages: Fluent in English and basic French

Work Experience
Rural Internet Service Technician, Mondenet, Cornwall ON Nov. 2015 – Jun.2016

• Installed and maintained rural internet services for rural customers

• Conversed with customers daily, providing honest, helpful service

• Developed a knowledge of wireless internet communications

Nevada Mellon H - 613 745 1576 | mello51803@algonquinlive.com

Academic Projects

Rock Paper Scissors Lizard Spock (Java) – Single player text-based hand sign game using Object Oriented Programming

Dice Betting Game (Java) – Single player text-based dice betting game using Object Oriented Programming

Date Calculator (Java) – Created a program to calculate the difference between dates using Object Oriented Programming

Other Work Experience

Labourer, Mund-Ronnie Construction, Cornwall, ON Aug. 2016 – Oct. 2017

• Worked in teams to complete many projects

• Learned new skills quickly and applied them on the jobsite

• Developed a strong knowledge in Health and Safety

Bouncer, Willnot Lounge, Toronto, ON Sep. 2013 – April. 2015

• Provided excellent customer service by creating a welcoming atmosphere, while administering the rules of the bar

• Trained in verbal judo (a way of diffusing situations with words)

• Dealt with belligerent college students in a fair and efficient manor

• Worked co-operatively with security and police

• Trained in writing incident reports

Volunteer and Co-Curricular Activities

Founder, Community Pickup Soccer League

• Managed and participated in a community pickup league for troubled youth

Certifications/Training

• Standard CPR and First Aid Certification, St. John's Ambulance, Cardinal, ON, 2017

References

Charlie Danielson. Senior Unity Developer, Taito Inc. (309)230-0559

Grace Onderfyre. Former Lead Artist, ArcadePro Inc. (480)822-9327

Cinder Katz
E-mail: cinderk123@algonquinlive.com
Phone: 613-555-1212

Education:
Computer Engineering Technology – Computing Science **2019 - Present**
Algonquin College, Ottawa, ON
- Dean's Honours List – **GPA 4.0/4.0**
- Highlight of courses – Data Structures (Java), C Language, Object -Oriented Programming (Java), Database Management (MySQL), Linux, Networking Basics, Processor Architecture, Web Programming

Java Enterprise Developer **2015-2017**
Algonquin College, Ottawa, ON
> High light of courses: Developing Web Services, Advance Java Programming, The Java UI: Servlets and JSPs

Technical Skills:
- **Languages:** Java, C, SQL, Assembly (Z80, 8051)
- **Operating Systems:** Windows, Linux (Ubuntu)
- **Virtual Environment:** VMWare Workstation
- **Development Tools:** Eclipse, MySQL Workbench
- **Network Tools:** Wireshark, Cisco Packet Tracer
- **Microcontrollers / Microprocessors:** 8051 family, Z80

Projects:
- **Router Simulator** (Java) – using ArrayList and binary search
- **Bank Simulator** (Java) – using ArrayList and LinkedList with Hashing
- **Final Grade Calculator** (Java) – using ArrayList and LinkedList
- **Dictionary** (Java) – using TreeMap
- **Network Applications** (C language) – multiple clients open multiple browsers in server
- **Call Tracking Database** (MySQL)

Work Experience:

Engineering Helper **2014 – 2015**
Tony's Engineering and Construction
- Optimized refinery pneumatic systems to digital systems
- Made connections with clients in site to discover existing problems
- Provided solutions and recommendations to clients
- Ensured client satisfaction and modified if needed

Software Developer   2012 – 2013
PH Telecom and Telecommunications High School Co-op
- Added caller ID and night call features to existing software of call centre (C language and assembly)
- Helped maintain software for two call centers
- Debugged and optimized software for call center to be able to have more features with existing hardware

References:
Mrs. Laura Diaz
Junior Kindergarten Teacher Bayview Public School
613 – 123 – 4456   laura.diaz@ocdsb.ca

Mrs. Jane Jones
 Coordinator and Professor Computer Engineer Technology
 613 –122– 4899 x 3123 jonej@algonquincollege.com

Lou Tenant

123 Circle Drive Ottawa ON K2A9O2 | (613)-987-4567 | tenant007@algonquinlive.com

Education

COMPUTER PROGRAMMER | 2017-PRESENT | ALGONQUIN COLLEGE

BACHELOR OF FILM AND MEDIA | 2009-2013 | CONESTOGA COLLEGE

Skills & Abilities

· Trilingual: English, French, Latin
· Proficient in Microsoft Office: Excel Spreadsheets, Word, PowerPoint Presentations
· Intermediate knowledge of Java, JavaScript, HTML, CSS, SQL, After Effects – experience coding simple Java programs and web pages, reading UML diagrams, JavaFX, Database architecture, Normalization, Network structures, analyzing systems, data entry
· Team player: works well with others, contributing to discussions, follows instructions well
· Problem Solver: finding alternative solutions to problems, thinking outside the box, developing ideas through teamwork
· Detail-oriented: delivering polished final products, good eye for preventative measures

Academic Projects

· Simple Java games, dice rolling, quizzes using JavaFX
· HTML with CSS and JavaScript modifications
· SQL Queries built to sort through large databases for specific results

Experience

TELESALES ASSOCIATE | CONCERTO TELESERVICES | APRIL 2017 - PRESENT
· Phone sales position informing customers of upcoming symphonic events and preselling subscriptions
· Met funding deadlines to ensure client satisfaction
· Customer service focus – Ensuring that customers leave each engagement feeling validated, that their opinions matter, they are being heard and achieving harmonious settlements to conflict resolution

SALES ASSOCIATE | LCBO | WINTER 2016
· Charged with sales of spirituous beverages
· Conflict resolution: Dealing with unruly customers and minimizing merchandise loss
· Customer service focus – Ensuring that customers find what they need in a timely manner and leave the business satisfied with their purchases, recommending products based on client specifications

SALES REPRESENTATIVE | MAC'S MILK/CIRCLE K | APRIL 2015 - 2016
· Front Counter Convenience
· Conflict resolution: Minimizing merchandise loss, settling disputes between customers, age-based refusal of service for tobacco and lottery items

· Sales of tobacco, lottery tickets and various snacks and sundry

· Upselling of featured goods and services

DEVELOPMENT WRITER | CHESLER/PERLMUTTER PRODUCTIONS | 2013 – 2014

· Writing at TV Movie-of-the-week organization

· Critical thinking: able to come up with creative solutions to common problems

· Story development

· Working under strict deadlines: accustomed to pressure

· Editing, proofreading

References

· Ima Baker – Manager – Mac's Milk/Circle K (613) 577-5635

· Johnny Rowyurbote – Sales Manager – Concerto Teleservices (613) 802-8106

Kelly Page

Mailing: 000 Woodroffe Ave

Cell: (123)123-1234

Email:
Page1234@algonquinlive.com

EDUCATION

Computer Programmer   Sept. 2017 - Present

Algonquin College - Ottawa, Ontario

- Dean's Honours List – **GPA 3.97/4.0**

- Courses include: Object-Oriented Programming (Java), Database (SQL), Operating Systems (Windows, Linux), Web Programming (HTML, CSS, JavaScript, PHP), Technical Writing

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TECHNICAL SKILLS

Proficient Programming Languages
- Java 8 (includes JavaFX, Swing)
- C# (includes .NET frameworks, Unity engine)
- SQL
- HTML5
- CSS
- PHP 7 (includes using Object-Oriented Principles to create dynamic websites)

Familiar Programming Languages
- C / C++
- Python
- Ruby
- Assembly (general knowledge/non-specific architecture)

Software
- IDE Software
  - Eclipse, Android Studio, Visual Studio, IntelliJ, NetBeans, PHP-Storm, Atom
- Database Software
  - PostgreSQL, MS Access, MS SQL Server, Oracle, MySQL, MongoDB
- Microsoft Office Suite
  - Microsoft Word, Excel, PowerPoint, Access
- Adobe
  - Acrobat, Photoshop, Illustrator, Spark
- Operating Systems
  - Windows (XP, 7, 8, 10)
  - Linux (Mint, Ubuntu, RedHat)
- VMWare
- WordPress
  - Includes WooCommerce for onsite sales

Hardware
- Proficient with the installation, upgrading, and troubleshooting of x86 based computers .

SCHOOL RELATED PROJECTS

Algonquin College – Computer Programmer
- **Trivia Software (Java)** – Used JavaFX panes, ArrayLists, OOP concepts, serializable objects
- **Serializable Object Editor (Java)** – (Extra project) Additional software to modify trivia files
- **WP Eatery Website (HTML, CSS, PHP)** – Created a dynamic website using PHP and SQL to perform CRUD operations with HTML forms as user input
- **Pivot Tables (SQL Server, Excel)** – Created an SQL database with connections to Excel workbooks to create pivot tables
- **Solitaire Dice (Java)** – Single player text-based dice game using Object Oriented Programming

WORK EXPERIENCE

Game Developer/Designer
Sept. 2016 – Jan. 2018

Reality Gamers
- Co-Designer and Lead Developer for the Virtual Reality game
- Released on the Steam platform for the Windows Operating System (HTC Vive/Oculus Rift)
- Git version control
- Created using Unity, C#, and Finite State Machines (Visual Scripting)

Team Leader
Nov. 2015 – Nov. 2016

Revenue Agency
- Managed a team of 26 employees to complete various clerical jobs (including data entry)
- Created and maintained performance reports, evaluations, and instructional documentation
- Changed procedures to remove bottlenecks, increase production, and improve efficiency
- Provided resources for employees to help resolve conflicts and various work issues
- Participated in meetings with senior management on a regular basis

Corporate Suspense Officer
Nov. 2016 – Aug. 2017

Revenue Agency
- Resolved complex payment issues resulting from processing errors
- Contacted taxpayers via telephone, written, and e-mail communications to resolve payment issues
- Communicated with directors of various corporations for the resolution of large payment issues ($1,000,000.00+)
- Extensive use of intricate and complex government database systems
- Created Impact reports for management regarding various workloads during times of transition

Revenue Operations Clerk
Feb. 2005 – Nov. 2015

Revenue Agency
- Performed daily clerical tasks such as sorting of cheques, correspondence and performing data entry tasks
- Conducted regular quality review to ensure minimum standards were met
- Data entry speed of over 16,000 keystrokes/hour

AWARDS

Algonquin College
- Dean's Honours List 2017-2018

REFERENCES

Sue Fraser, Coordinator (Revenue Agency)
- Phone: (456) 741-7412
- Email: Sue@gmail.com

Mark Kennedy, Team Leader (Revenue Agency)
- Phone: (000) 333-4444
- Email: luke@gmail.com

Dan Smith, Manager (Reality Gamers)
- Phone: (111) 789-6543
- Email: Dan@gmail.com

Taylor Smith

Mobile: (111)222-3333
Email: smith00@algonquinlive.com
Linkedin: linkedin.com/
Github: github.com/

EDUCATION

Computer Programmer   Jan.2017 - Present
Algonquin College, ON, Canada
GPA: 3.93

Hydraulic Engineering (Master)
Hebei University of Engineering, Hebei, China   Sep.2013 - Jun.2016

TECHNICAL SKILLS

- Programming Languages: Java, SQL, Bash script
- Java: JavaFX, JUnit, OOP with Design Patterns
- Database: MySQL, Oracle, SQL Server, MS Access, PostgreSQL
- Web Programming: HTML, CSS, PHP, JavaScript
- Android: XML, Adapter, SQLite, AsyncTask, SQLiteOpenHelper
- Networking Programming: TCP/IP protocols, Client/Server Programming
- Extensive Knowledge: Business Intelligence (BI), Git, VMware, Apache, Weka, GIS
- Operating System: Windows, Linux

PROJECTS

Movie Information Application
- Developed an Android application in Android Studio with add, delete and download functions, allowing users to import data from online XML files into the application's database using AsyncTask and SQLiteOpenHelper
- Built ListViews to present real-time information using ArrayAdapter
- Built Fragments to support both phone and tablet
- Implemented Toolbars for jumping into other layouts
- Implemented Dialog, Progress Bar and Toast

Elevator Simulator
- Analyzed the project requirements and designed UML diagram and Sequence diagram
- Implemented an elevator simulator to mimic an elevator system with 4 elevators in Java using MVC pattern
- Dealt with requests asynchronously with Thread and Synchronized block
- Built animated GUI with JavaFX and AnimationTimer
- Finished 10 test cases using Junit covers happy paths and sad paths

Property Tax Analytics Dashboard
- Developed a dashboard with Java to analyze and display the property tax assessments in CSV type
- Analyzed average value/standard deviation/value distribution for 2016 Vancouver property
- Drilled down property value summarized by street name and postal code using HashMap
- Implemented data visualization with TableView/PieChart/LineChart
- Created HTML user guide in HTML

Web Browser
- Developed a fully functional browser in Java
- Built GUI of browser using JavaFX
- Implemented functions for adding and deleting bookmarks and history records using FileIO

Restaurant Website
- Designed a website for a restaurant with PHP/HTML/CSS/JavaScript
- Developed two main modules: customer management and login authentication
- Designed the database and implemented CRUD functions
- Dealt with customer registration using mysqli
- Wrote form validation for required or customized validators for each input in JavaScript

WORK EXPERIENCE

Tutor Feb.2018 – Present

Algonquin College, ON, Canada
- Tutored fellow students to improve and advance their understanding of the Android course
- Explained course-specific content and helped with preparation for tests and exams

Research Assistant Jun.2014 - May.2016

Institute of Water Resources and Hydropower Research, China
- Analyzed and edited DEM data, GIS data, hydrological data in ArcGIS
- Processed high resolution imagery for analysis and base maps
- Created regional water system hydrodynamic model in MIKE11
- Completed five provincial projects as a project lead or a participant

CAD Operator Feb.2013 - Jun.2013

Civil Engineering Company, China
- Produced civil engineering construction drawings using AutoCAD
- Coordinated with designers and technicians to incorporate concepts and information
- Assisted with reports and presentations
- Assessed and developed business needs

REFERENCES

Ashley Quinn Supervisor,
Peer Tutoring Algonquin
College
613-123-4567

Peter Duong
Professor
Algonquin College
613-987-6543

1 Candy Lane ■ Ottawa, ON ■ K1C 1C1 Home –
(613) 789-8523 ■ Mobile – (613) 963-9632
lee123@algonquinlive.com

Anthony Lee

EDUCATION

Computer Systems Technician Diploma Program   May 2017 to Present
Algonquin College, Ottawa ON

➢ Completed three courses configuring Cisco switches (Layer-2 & Layer-3) and routers developing skills for implementing and maintaining a network
➢ Completed three Linux courses related to understanding the GUI, CLI, Scripts, LVM, and Services (FTP, SSH, Iptables, Apache, Postfix, DNS)
➢ Completed three Windows courses related to understanding the Operating System, Administration, Active Directory, Group Policy, and Exchange Server
➢ Dean's Honours List
➢ Cumulative GPA 3.68 / 4.0

SKILLS

Operating Systems: Windows 7, Windows 8, Windows 10, Windows Server 2008 R2, Windows Server 2016, CentOS 7, Cisco IOS, ArubaOS

Software Tools: Active Directory, Exchange Server 2010, Hyper-V Manager, PuTTY, Wireshark, VMware

➢ Running multiple virtualized environments at once using VMWare Workstation Pro 14
➢ Troubleshooting software, hardware and firmware on laptops and desktops
➢ Experience in writing documentation materials during troubleshooting
➢ Experience with IPv4 and IPv6 addressing in a network environment
➢ Knowledgeable with Cisco Networking (CCNA) and Aruba Networks
➢ Ability to complete tasks under time constraints

WORK EXPERIENCE

Internship   February to April 2017
Software Inc., Ottawa ON

➢ Followed requirements for installing System Center Configuration Manager, SQL 2016 and Windows Server 2016
➢ Deployed Enhansoft reporting software (Enhanced Web Reporting, Warranty Information Reporting and Monitor Information Reporting) on machines in Configuration Manager Current Branch and analyzed results
➢ Created Virtual Machines using Hyper-V Manager running various Operating Systems (Windows 8,10, Server 2016, Ubuntu 16.04)
➢ Updated Warranty Information for Microsoft Surface devices
➢ Formatted Hard Drives and Computers with Windows Server 2016 and older

Customer Service Representative   July to September 2016
Grocery Market, Ottawa ON

➢ Ensured shelves were stocked with food items for easy access for customers

- ➢ Monitored hot foods and soup to keep a temperature log and refill any necessary food as well as keeping it presentable to customers
- ➢ Fulfilled customer questions and requests for packaging food, reading ingredients and nutrition facts
- ➢ Developed ability to communicate and work well with co-workers by discussing daily responsibilities

VOLUNTEER EXPERIENCE

Student Council, High School Senior   September 2015 to June 2016
High School, Ottawa ON

- ➢ Managed notes and attendance of students during weekly meetings
- ➢ Developed leadership skills by coordinating and organising weekly, daily 'spirit' events
- ➢ Respected other opinions and ideas when thinking of engaging activities for the school

REFERENCES

Jane Doe
Chief Architect
Phone:
Email:

John Doe
Manager
Phone:
Email:

Sam Smith
Colleague
Phone:
Email:

Logan Brown

(123) 987-9512 • brown00@algonquinlive.com

Education

<u>Computer Systems Technician – Security</u>　　　　　　　　　　Sept. 2017 - Present

Algonquin College, Ottawa ON

- GPA: 3.21/4
- Specialty - Security

Program-Related Skills

- Experience configuring network components **(TCP/IP, Routing, Switching, ACLs, DHCP, NAT for IPv4, DNS, VLANs)**
- Knowledge in server administration **(Windows Server 2008, Active Directory, Creating and maintaining infrastructure, Configuring GPOs, Account Creation and Management, File and Print Services, Administering Network Components (DNS, DHCP), Creating and joining domains**
- Installing, Configuring, and Troubleshooting Computer Hardware and Software **(hardware replacement**, **system disassembly and reassembly, Installing OSs, System Imaging, RAID installation, Printers)**
- Experience Setting Up Linux Workstations **(Ubuntu, CentOS 7, Writing Scripts, Hard Drive Partitioning, LVM, XFS Backups, systemd, installing packages and repositories)**
- Comprehension of ITIL concepts
- Experience with Network Tools (Wireshark, Cisco Packet Tracer, Terminal Emulation Software)
- Ability to excel in a dynamic environment

Work Experience

Cars　　　　　　　　　　　　　　　　　　　　　　**May 2018 – Current**

Car Dealer

- Independent car detailing expert in charge of cleaning clients' vehicles
- Interacted with customers professionally to strengthen company relationships with clientele
- Communicating with clients to ensure customer satisfaction is in line with company goals
- In charge of storage maintenance and cleaning product dilutions
- Sold services on the spot through a concise sales pitch and friendly demeanor
- Trained employees according to company policies and practices

Grocery Store   **June 2017 – May 2018**
Stock Clerk

- Guided customers with thorough instructions to find desired items
- Ability to prioritize tasks in terms of importance
- Worked alongside department manager to build displays in store

Fast Food   **May 2015 – December 2015**
Cashier

- Completed tasks in a timely manner while working under stressful and busy situations
- Resolved conflicts from irate customers alongside management
- Learned McDonalds point of sale operating system proficiently
- Handled cash accurately in a busy atmosphere to ensure store cash balance was congruent with store sales
- Achieved daily sales goals by facilitating teamwork and following procedure

References

Jim Clark – Manager, Cars
Tel: (369) 852-4569, Email: info@cars.com

Donald Lane– Professor, College
Tel: (753) 145-7896, Email: Lane@college.com

Stephen Chow

151 Yellow Brick Drive. Ottawa, ON
chow4789@algonquinlive.com (613)
867-5209

EDUCATION

ALGONQUIN COLLEGE, OTTAWA, ON   **SEPT 2018 - APR 2019**
- Post Graduate Certificate – Energy Management
- Courses: Alternate energy systems, Project management

QUEEN'S UNIVERSITY, KINGSTON, ON   **SEPT 2015 - AUG 2017**
- M.Eng in Mechanical Engineering - GPA 3.88
- Courses: Fuel cell technology, Net zero energy buildings, Applied Sustainability

SKILLS

- Energy Project assessment and Financial viability analysis using **RETScreen**.
- Familiar with Engineering design software **AutoCAD** and have working knowledge of **MATLAB** and **SIMULINK.**
- Extensive experience with Engineering Equation Solver (**EES**) for Heat transfer and fuel cell analysis.
- Project management and Scientific Proposals.

PROJECTS

Project 1 - A set of five experiments were conducted to understand the basic concepts of closed loop feedback control through simulation & experimentation using vehicle dynamics as an example and using Simulink as the modelling tool. The aim was to determine the relationship between speed error and controller gain through simulation.

Project 2 - The aim of the experiment was to understand the basic concepts of load frequency control through simulation and experimenting using the model of an open cycle gas turbine (OCGT) generator as an example and using Simulink as the modelling tool. Data is recorded in an excel file to plot the Speed Variance and Power Output (in MW) steady for different values of the state load/frequency expected of the gas turbine. The dynamic response of the OCGT were explored for different settings of the governor speed controller (P, PD, PID)

WORK EXPERIENCE

APRIL 2018 – PRESENT

Golf Club Retail Associate / Richmond Golf Club, Richmond ON
Provide service that exceeded expectations of the position; exercised management skills in opening the clubhouse in the morning – ensuring tee-times ran as expected, delegated instructions to Marshalls and Cart Barn staff; ensured preparation tasks for events were ready for management upon arrival; completed a spreadsheet of all the membership categories available to the Canadian Golf Club indicating the details of each type; utilized the Tee-sheet adding Rate Breaker specials to the public during slow times; and sold merchandise to customers in the store.

MARCH 2016-JUNE 2017

Ice Cream Server / Dairy Queen, Ottawa, ON
Serving customers on line during rush hours ensuring fresh product served in a friendly manner, consistent with company standards. Multi-tasking in preparing food portions, making material ready for further orders while also serving customers. Worked in sync with the front and/or back of staff in getting food out in a timely, fresh and appealing manner. Interacting with staff members to plan and get the orders ready as soon as possible.

REFERENCES

Ronnie Mund – Cart and Limo Driver, Richmond Golf Club
Tel: 613-555-1212 Email: limodriver@golfabunch.com

Donald Roberts – Manager, Dairy Queen
Tel: 613-727-4723 Email: donald_r@dairyqueen.com

Matilda Waltzer

waltzingmatlida@algonquinlive.ca

(613) 606-0842

EDUCATION

Algonquin College   **Ottawa, Canada**

Energy Management, Graduate Certificate   *Sept2018–Aug 2018*

Carleton University   **Ottawa, Canada**

Bachelor of Arts in Environmental Studies

Minor: Geography   *Sept 2014-Apr 2018*

SKILLS

Planning and Organizing	Proficient in Microsoft Office	Teamwork
Multitasking	Detail Oriented	Creativity

WORK EXPERIENCE

Coopers West Senior Housing   *Ottawa, ON*

Receptionist   *07/18-Present*

- Answer phone calls
- Organize and handle paperwork, setting up meetings, and informing nurses about updates on patients
- Collect medication and packages for residents
- Order transportation for clients

Environment-All Solutions Limited   Kingston, ON

Junior Project Manager   *07/2017-08/2017*

- Worked primarily on getting data for Environmental Impact Assessment document for a hotel
- Field work-samples and lab work
- Socio-economic investigation –interviews in surrounding area where hotel would be built

Ministry of Fisheries and Agriculture *Kingston, ON*

Office Assistant *05/2016-06/2016*

- Responsible for contacting farmers to gather information for the database • Responsible for answering telephones
- Help organize for the meetings with farmers as well as educate and provide the necessary equipment needed to increase the produce made as a country

Corniche Financing *Kingston, ON*

Assistant Office Manager *07/2016- 08/2016*

- Responsible for answering telephones and relayed messages to appropriate recipients.
- Responsible for organizing and creating softcopies of documents for the Law Firm.
- Organize and manage database to ensure the list of clients are up to date and contacted about their current situation with their loans.

ASSOCIATION

International Association of Students in Economic and Commercial Sciences

Marketing Committee, Youth Ambassador and Social Media Coordinator *09/2016 – present*

To work with the Public Relations Manager and Promote AIESEC Canada's Business Development Plan to achieve sustainable development. To do class talks and tabling to advertise the organization and get new members to sign up and provide information about volunteer and internship opportunities abroad. As we send students abroad to work in a challenging environment towards global impact, I ensure that while gaining personal and professional development, they are well.

VOLUNTEER EXPERIENCE

Ontario Cancer Foundation *09/2016 – present*

Raise money and awareness on Lung Cancer on campus.

The National Association of Anorexia Nervosa *09/2016 – present*

Raise awareness for Anorexia Nervosa on campus mainly through educating other students on the topic through tabling. Plan and organize events to raise money for the organization.

REFERENCES

Alice Coopersmith

Senior Supervisor

Ministry of Fisheries and Agriculture

900 649 2568 ext. 1702 / Email: acooper@savdafishes.ca

Charlie Horze

Office Manager

Corniche Financing

613-777-9311 / Email: nvrfindme@luckycharms.com

Cassandra Pappineau

(613) 123-4567

pappineauc@algonquinlive.ca

Education

Geographic Information Systems	September 2018 – Present

Algonquin College, Ottawa Ontario

Fish and Wildlife Conservation Technician- Ontario College Diploma	September 2015 – April 2017

Mohawk College, Hamilton, Ontario
- An achieved GPA of 4/4 in all completed semesters
- Recipient of general bursary for academic excellence
- Recipient of the Natural Environment & Outdoor Studies Achievement Award
- Recipient of the Natural Environment & Outdoor Studies Co-op Award

Program Related Skills

- Skilled in Field data acquisition
  - Experienced in data acquisition protocol development and testing
  - Experienced using GPS with data collection applications (ArcPad, Data Collector App)
  - Experienced with various field survey projects

- Skilled in designing and developing databases using relational database management tools
  - Experienced in database design for project requirements
  - Experienced in mapping reality into entities, relationships and domains
  - Experienced with advanced geodatabase features (relationship class attributes, edit rules and topology, data loading methods)
  - Experienced in database management technology (Postgres, SQL Server, Personal/File/ Enterprise Geodatabase)

- Skilled in the use of programming technology
  - Beginner experience with Python scripting for geoprocessing, utility development

- Skilled in analysis and data visualization, cartography
  - Experienced using spatial analysis including spatial relationships, surface analysis
  - Experienced applying spatial statistics to cartography and analysis
  - Experienced in the choice and management of datums, coordinate systems and projections
  - Proficient in use of ArcGIS programs
  - Experienced in map design, creation, and effective communication with map products

- Communication and Administration
  - Well versed in MS Office program operation (Word, Excel, PowerPoint, Outlook)
  - Able to effectively use a dichotomous key
  - Strong writing, language, and communication skills
  - Strong numeracy and quantitative reasoning abilities
  - Demonstrated knowledge of technical report writing using APA formatting

Employment Experience

Bear Conservation Technician   2017
The National Federation of Bears, Ottawa Ontario
- As part of a small team, planned and performed Lion mortality surveys in the Ottawa Valley
- Performed walking and canoe surveys for Blanding's Bears
- Tagged Black Bears with mobile sensors to monitor travel patterns and assess areas of habitation
- Engaged with the public at various bio blitz events across Eastern Ontario to deliver conservation-driven educational material concerning species at risk

Biological Surveyor   2017
Mattawa Land Trust, Mattawa Ontario
- As part of a small team, compiled a biological inventory of flora and fauna species on protected land in Mattawa via foot and canoe surveys

Peer Tutoring   2016-2017
Mohawk, Hamilton Ontario
- Appointed peer tutor for the entire Fish and Wildlife program (1st & 2nd year students)

Wildlife Field Technician   2016
The Canadian Wildlife Federation, Ottawa Ontario
- Partook in an array of flora and fauna surveys in different locations across Southern Ontario and Quebec (including surveys for the Blunt-lobed Woodsia fern, American Cancer Root, American Ginseng and various bats, reptiles & amphibians)

Volunteer Experience

Campus Watch   2016-2017
Mohawk College, Hamilton, Ontario
Forests Without Borders   2016-2017
Mohawk College, Hamilton, Ontario
Deer Check Presentation   2015- 2017
Mohawk College, Hamilton, Ontario
Scientific Communications – Bat Surveying   2017
The Canadian Wildlife Federation, Ottawa Ontario
Bear Check   2016
Mattawa Conservation, Mattawa. Ontario
Indigenous Essay   2015 & 2016
Mohawk College, Hamilton, Ontario
Community Gardens   2015
Pinecrest-Queesway Community Health Center, Ottawa, Ontario
Indigenous Artwork   2015
The Eastern Woodland Metis Newsletter, Halifax Nova Scotia
Butterfly Count   2015
The Ottawa Naturalists Society, Ottawa Ontario
Teacher's Assistant   2014
Jean Michelle Secondary School, Ottawa Ontario

References

Teaching
Shannon Montfort, B.Sc., M.Sc.
Professor, Natural Environment & Outdoor Studies,
Mohawk College
(519) 123-4567 ext. 789
shannon.m@mohawkcollege.ca

Biff Bordeaux, B.Sc., M.Sc., B.Ed., OCT
Professor, Natural Environment & Outdoor Studies
Mohawk College
(519) 123-4567 ext. 321
biff.b@saultcollege.ca

Employment
Cassy Donner, Ph.D.
Senior Conservation Biologist
World Wildlife Federation
(519) 987-6543
cassydonner@wwf-wfw.org

Mark Stern
Black Bear Specialist   World Wildlife Federation
markstern@wwf-wfw.org

Veronica Mendes

Ottawa, ON | (613) 222-3333

marsv@algonquinlive.com | LinkedIn: linkedin.com/ school/algonquincollege/

EDUCATION

Algonquin College   Ottawa, ON   Sept. 2017-July 2018
Post-Graduate Certificate: *Geographic Information Systems*
- GPA 3.7/4.0

Hearst University   Neptune, California   June 2017
Bachelor of Science: *Forensic Science and Anthropology*

RELEVANT SKILLS

Technical skills
- GIS Software: ArcGIS Desktop 10.5, ENVI, ArcGIS Online, AutoCAD, QGIS
- Programming Language: Python, R, C#, SQL, HTML, CSS, JavaScript, DoJo
- Microsoft: Word, Excel, PowerPoint, Project, Access
- Further: Adobe Acrobat, Google Documents/Drive, Oracle, GPS (ArcPad), R-studio

Technical Knowledge
- Production of maps using Esri ArcMap, ArcCatalog, Data Collection App (ArcPad)
    - Sources of data from GPS devices, aerial photos, and topographic maps
- Experienced in image enhancement, haze reduction, equalization, sharpening, transformations, hyperspectral analysis (ENVI)
- Experienced with LIDAR datasets, processing, interpretation, DEM analysis (ArcGIS Desktop)

Analytical and Organizational Skills
- Assisted in management of archaeological collections
- Experienced in data acquisition protocol development and testing
- Experienced in database design for project requirements
- Experienced with advanced geodatabase features (relationship class attributes, edit rules and topology, data loading methods)
- Experienced in database management technology (Postgres, SQL Server, Personal/File/Enterprise Geodatabase)

Communication and Interpersonal Skills
- Addressed and rectified client concerns and concerns in a courteous and timely manner
- Provided constant motivation and feedback to build confidence and maintain a supportive and positive environment
- assisted in succession planning and building bench strength

RELEVANT WORK EXPERIENCE

Geographic Information Systems (GIS) Assistant
SOCOM Tech, Brantford, Ontario   May 2017 –Sept 2017
- Produced of maps using Esri ArcMap and ArcCatalog of external data
- Data entry, verification and analysis of property information using Microsoft Office Applications
- Assisted staff with data collection, trend analysis, and simple map preparation using Geographic Information System (GIS) software

Archaeological Data Entry Volunteer
Hearst University, Neptune, California   Jan. 2017 –April 2017
- Knowledge of identification of Ontario Geology
- Filied and interfiling of Records to appropriate location
- Performed data entry and maintenance of archaeological samples

Data Analyst Assistant
World Climate Change Organization, Neptune, California   May 2016–Sept. 2016
- Culled sensitive credit card information according to PCI-DSS Compliance standards
- Performed inventory management duties as assigned
- Filied and interfiling of Records to appropriate location
- Data entry, verification and analysis of property information using Microsoft Office Applications
- Verification of file access points against the huge internal database
  - An integrated Divisional System Ministry Wide
- Utilized Numeric & Alpha numeric filing systems to correctly log information
- Conversion of labels from old file classification schemes to updated file style and file classification including updating Tracking Tools
- Collaborated to organize large quantities of documents needed to be processed by the next team member

Ontario Field School (Summer)
Hearst University, Neptune, California   May 2016– June 2016
- Participated in archaeological field method (Field survey, stage three, excavation)
- Learned digital survey methods, GIS and digital cartography
- Theoretical understanding of archaeological fieldwork and cultural significance
- Basic understanding and experience with a variety of Garmin GPS device
- Filing and interfiling of Records to appropriate location
- Performed data entry and maintenance of archaeological samples

College Event Volunteer
Hearst University, Neptune, California   June 2015–Sept.2015
- Supervised of small group events
- Registered on-campus and off-campus events for introductory week
- Aided in event set-up and cleanup

CERTIFICATES AND TRAINING

*Currently completing Pleasure Craft Licensing
*French as a Second Language – Level 3 (Algonquin College)
Security Clearance: Reliability   exp 2028
Standard First Aid and CPR – level C   exp 2020
IASR Module: Integrated Accessibility Standards and Resources (MOECC)   June 2016
Records and Information Management 101 (MOECC)   June 2016

References

Mike Ballard - GIS Coordinator- Algonquin Collage/Ottawa-Canada
Tel: 613-727-4723, Ext. 3458
E-mail: ballarm@algonquincollege.com

Leo D'Amato - GIS Technical Manager – SOCOM Tech
Tel: 613-666-4444 ext789
E-mail: leodamato@socomtech.ca

Lilly Kane – Manager – World Climate Change Organization
Tel: 987-666-1111 ext589
E-mail: Kanel@WCCO.org

Yousaf Sandhu

Email: yousafsandhu78@gmail.com, sand0241@algonquinlive.com • Mobile: 613-769-9988 Address: 787 Baseline Rd, Ottawa, ON K2H 6A8
Github Portfolio: github.com/yash078

EDUCATION

Internet Applications & Web Development   (Sep. 2018 - Dec. 2020)

Algonquin College — Ottawa, ON

- Dean's Honours List Fall 2018 & Winter 2019 – GPA 4.0/4.0

Post Graduate Studies, Chemical Engineering

Massachusetts Institute of Technology — Cambridge, MA, USA

- Teaching and research assistant award through out M.Sc. & PhD studies

B.Sc. Chemical Engineering

Jordan University of Science & Technology — Irbid, Jordan

- President's Honours List, Dean's Honours List.
- Ministry of Higher Education Award for Academic Excellence
- University award for academic excellence

PROGRAM-RELATED SKILLS

Programming: Python (excellent experience using Python as backend engine for data analyses, pandas and numpy, and dynamic content, Flask), JavaScript, C#. Functional and object-oriented programming; focus on writing clean, professional, maintainable, and well-documented code.

Database systems: Database design, administration, and query (using mySQL and PostgreSQL); python/database interface.

Web design: HTML, CSS, SASS, Bootstrap, and responsive design; graphic design (Adobe Illustrator and Photoshop).

Networking: TCP/IP, Web hosting, Wordpress CMS, Virtualization, SSL, Wireshark.

Operating Systems: Windows 10, Linux, Virtual environments (VMWare).

Other Tools: Utilized git extensively as a version control system in collaborative work environment. Used MS Excel extensively in data analysis with custom built VBA macros.

Git: Excellent working experience with git (and Azure DevOps).

May. 2019 - Present

Data Analytics Consultant
Communications Security Establishment – Ottawa, ON

- Timely delivery of client-requested analytics for AML/fraud detection projects.
- Initiated and led and group-wide documentation project for the code-base library (using Sphinx)
- Played a supportive role to new employees in delivering their tasks.
- Prepared post mortem documentations for delivered projects.
- Lead a group of interns in developing a work plan to finish the assigned task in a professional and timely manner.

Aug. 2015 - Jul. 2017

Professor – Petroleum Engineering Department
NED University of Engineering & Technology —Karachi, Sindh, Pakistan

- Taught computer aided process simulation projects to petroleum engineering students.
- Utilized non-traditional, project-based learning techniques in delivering courses.

Sep. 2009 - Aug. 2015

Professor – Chemical Engineering Department
Jordon University of Technology & Science — Irbid, Jordon

- Taught over 10 different topics to engineering students.
- Focused on developing students' advanced analysis skills using mathematical and specialized engineering packages.
- Effectively participated in a wide range of administrative activities and roles.

Oct. 2008 – Sep. 2009

Consulting Engineer
Research & Engineering — New York City, NY, USA

- Prepared studies to analyze current and perspective markets for process simulation in the oil and gas industry
- Organized visits and training sessions to promote the companies software and educate current and potential clients on its use.

Skills & Competencies

- Independent, versatile, enterprising and detail-oriented
- Strong commitment to professional communications (written and verbal)
- Strong organizational and time management skills
- Competency in technical writing, data analysis, and reporting
- Advanced computer skills: Word, Excel (with VBA), PowerPoint, data and statistical analysis tools, and publishing and graphic design packages.
- Avid learner of good programming practices and proper OOP implementations.

Dave Richer
Full Stack Developer
Professor

Algonquin College

Ottawa, ON
Email: davericher@gmail.com Phone:
613-727-4723

Wei Gong
Professor
Algonquin College
Ottawa, ON
Email: gongw@algonquincollege.com
Phone: (613) 727-4723

Lisa Williams

38
613 200 6734
will1235@algonquinlive.com
lisa.williams@gmail.com

LinkedIn | **Portfolio** | **Github**

Education

Internet Applications & Web Development, Algonquin College
Ontario College Diploma

Sept. 2018 - Present

- Dean's Honours List; GPA 3.86 / 4.0
- Areas of learning: Database Design and Management, Front End Development, Back End Development, Cross-Platform Web Development, Network Operating Systems

Graphic Design, Humber College, Toronto, ON
Ontario College Advanced Diploma

Sept. 2011 - Apr. 2014

- Areas of learning: Web Design, Illustration, Print Design, Logo Design, Motion Graphics, Typography, Photography

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Program-Related Skills

Languages and Frameworks: HTML, CSS, SASS, Bootstrap, JavaScript, jQuery, C#, ASP.NET, Python 2 and 3, SQL, PHP

Software: MySQL Workbench, Visual Studio, Atom, Brackets, PyCharm, VMware Workstation, PuTTY, WinSCP, FileZilla, WordPress

Adobe: Photoshop, Illustrator, InDesign, Dreamweaver, After Effects

Microsoft Office: Word, Excel, Powerpoint (as well as Google equivalents: Docs, Spreadsheets and Slides for online collaborative projects)

Additional Qualifications
- Ability to communicate in a clear and professional manner with customers, coworkers and supervisors
- Excellent at listening and retaining information to more effectively solve problems
- Experienced in working as a team to complete common goals
- Able to effectively manage time by keeping organized and prioritizing tasks
- Fluent in English with basic knowledge of French

Related Experience

Web Developer/Designer, Freelance (Casual)   **May 2014 - Present**
- Develop and maintain websites based on client specifications using HTML and CSS
- Consult with clients during the design process to provide progress reports, and to ensure their website needs are being met
- Work with existing code to revamp and add features to pre-existing websites and blogs, increasing user satisfaction
- Design web graphics using Photoshop and Illustrator

Lisa Williams

[39]
613 200 6734
will1235@algonquinlive.com
lisa.williams@gmail.com

LinkedIn | **Portfolio** | **Github**

Academic Projects

Banking Web Application - Web Programming II
Coded a simple banking web application using C# along with the ASP.NET framework. The application allowed users to create a customer account, deposit, withdraw and transfer funds, as well as view their transaction history.

Portfolio Website - Cross-Platform Web Development
Designed and developed a cross-platform friendly portfolio website using HTML and CSS alongside the Bootstrap framework. The website featured a responsive: web form, photo gallery and navigation menu.

Other Work Experience

Merchandiser, Canadian Tire, Ottawa, ON   **Dec. 2016 - Jun. 2018**
- Worked both as a team and as an individual to ensure products within the store were set and maintained according to their planograms
- Helped customers quickly and efficiently locate products as well as introduced them to the appropriate sales associate to assist them with their purchases
- Ordered and installed missing or damaged signage to increase customer awareness of products and help boost sales
- Analyzed given tasks in order to properly prioritize them and to ensure that a suitable amount of time was being given to complete each task

Sales Associate, Canadian Tire, Ottawa, ON   **Oct. 2014 - Dec. 2016**
- Ensured customers had everything they needed to complete their projects by listening carefully to their needs and asking the appropriate questions
- Increased customer satisfaction by coming up with creative and effective solutions to their issues utilizing product knowledge
- Managed time efficiently by switching between priorities based on the current customer traffic within the store

Hostess, Lone Star, Ottawa, ON   **Jul. 2014 - Oct. 2014**
Hostess, Lone Star, Toronto, ON   **Aug. 2012 - Oct. 2013**

- Provided excellent customer service by greeting customers and creating a friendly and welcoming atmosphere
- Worked as a team with servers and kitchen staff by helping to plate and deliver food to customers, as well as clearing and setting tables during busy hours
- Utilized downtime effectively by maintaining a clean and orderly workplace

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Lisa Williams

613 200 6734
will1235@algonquinlive.com
lisa.williams@gmail.com

LinkedIn | **Portfolio** | **Github**

References

Alex Burton
Merchandising Supervisor
Canadian Tire
613-198-0000
alex_burton@canadiantire.com

Ali Shahn
Professor
Algonquin College
613-727-4723
shaha@algonquincollege.com

Veronica Cummings

M – (613)855-4467 | cumm0098@algonquinlive.com

LinkedIn | GitHub

EDUCATION

Internet Applications & Web Development, **Algonquin College, Ottawa ON**   **Sept. 2018 – Present**

Selected Coursework: Web-Programming (PHP, C#, HTML), Database (MySQL), Web Project Management, Technical Report Writing.

PROGRAM RELATED SKILLS

Project Management:

- Experience managing teams in the completion of project briefs, work breakdown structures as well as implementing the critical path method.
- Communicating with team members and following up with any requests, feedback and concerns.

Programming Languages:

- Experience with **PHP, C#, Python, JavaScript**.
- Testing and documenting the process of creating functional web programs.

Web-Development Tools:

- Experience with **Bootstrap, GitHub, HTML/CSS** as part of building responsive and user-friendly web projects.
- Worked with database management languages such as MySQL to acquire specific information as per request.

ADDITIONAL ASSETS

- A loyal, diligent, and optimistic personality; with an organized and systematic approach to projects as well as a drive for discovering the most efficient way to complete a given task.
- Supportive and open minded; takes pride in ensuring that peers and clients are integrated, with purpose and content during development.

Veronica Cummings

M – (613)855-4467 | cumm0098@algonquinlive.com

LinkedIn | GitHub

WORK EXPERIENCE

Sales Assistant and Backend Worker, Staples , Ottawa ON   **August 2017 – Present**

- Cooperating with customers to provide customized products which suit their needs and expectations. This requires good comprehension skills and the ability to *communicate effectively* with clients.
- Planning, designing and manufacturing customized products within strict time constraints; this requires the ability to stay on task and focused under pressure.
- Experience diagnosing and troubleshooting problems; finding the optimal solution for all parties involved – this includes customer as well as internal difficulties.
- Handles cash and debit transactions as well as a POS system, demonstrating attention to detail and ensuring finances are accurately dealt with for the well being of the company.

ACADEMIC PROJECTS

Project Management:

- Managing a team of individuals with varying skillsets to complete a project brief and other documentation for a simulated stakeholder.
- Communicating effectively with team members; being attentive to their needs and making use of their unique skills to their fullest potential.

Web Development:

- Using a combination of languages such as PHP and C# to create functional applications akin to shopping carts and complicated web forms.
- Creating dynamic websites with HTML and CSS – experience with bootstrap as well as SASS.
- Testing and maintaining code; ensuring it is suitable for presentation.

REFERENCES

Mike Moore	Jennifer Strong
Manager	Supervisor
Staples	Staples
(613)618-9876	(613)286-6522
mike.moore@gmail.com	jen.strong@outlook.com

Ryan Smith
℧ **613-222-3333** ⌨ **ryan_smithmet@algonquinlive.com**

Education

Mechanical Engineering Technology (Advanced Diploma)   January 2018-Present
Algonquin College, Ottawa ON

Selected Course Work: Computer Aided Design/Drafting (CAD/D), Pneumatics, Statics, Strength of Materials, DC and AC Electronics, Industrial Electricity. Material Science, Fluid Mechanics

Bachelor of Technology in Mechanical Engineering   June 2013-May 2016
Carleton University, Ottawa ON

Selected Coursework: Theory of Machines, Thermal Engineering, Design of Machine Elements, Heat Transfer, Refrigeration and Air-Conditioning, Total Quality Management

Program Related Skills

Computer Aided Drafting (SolidWorks & AutoCad):
- Experience in GD&T
- 3D Modeling
- 2D engineered drawings

Knowledge in Metrology:
- Experienced in the use of Vernier Calipers, Micrometer, Gage Blocks, Height Gage
- Surface finish, Shadow Graph, Coordinate Measurement Machine (CMM), Sine Bar

Electronics (DC/AC):
- Knowledge in Basic Direct Current (DC) and Alternating current (AC) circuits
- Constructing DC and AC circuits according to provided schematic
- Experienced in Calculating and Measuring, Resistance, Current and Voltage
- Experienced in the use of Digital Oscilloscopes

Pneumatics:
- Troubleshooting Pneumatic Circuits
- Construct Pneumatic Circuits according the schematic
- Design circuit to complete assigned task

Additional Skills and Qualifications

- Proven ability to organize and prioritize tasks to manage time and resources
- Organization and time management skills
- Effective communication with clients, contractors, and other professionals
- Detailed documentation of projects, from conceptualization to completion
- Creative troubleshooting and problem solving skills
- Microsoft Office Proficiency; Word, Excel, PowerPoint, Outlook

Ryan Smith

Academic Projects

Automatic Pneumatic Cutter Project:
- This project is for Pneumatic class to help people use pneumatic system to automatically cutting/hammering metal pieces, also consider safety push button for the whole system.

Vinyl Wrapping Roller Support Knife Project:
- This project is for Entrepreneur class, the main idea was to provide a means to keep the blade close enough to cut cleanly through the vinyl wrapping material, but far enough away to prevent damage to the car's panels.

Work Experience

Customer Service Representative - TD Place, Ottawa ON   **September 2018-Present**

- Validating authenticity of tickets presented for events
- Effectively communicating with spectators to provide a positive and pleasant customer service experience
- Interacting with team members to encourage and contribute to a positive working environment

Volunteer Work

AC Day 1 Volunteer – Algonquin College, Ottawa ON   **September 2018**
- Helping new students to have a positive first day by assisting with directions and answering questions

References

Sarah Gray
Operations Supervisor
TD Place, Ottawa ON
613-222-1111
Sarahgray_19802019@TDplace.com

Eric Jones
Professor
Algonquin College, Ottawa ON
613-888-7777
Eric_Jones2022@algonquincollege.com

Ryan Smith

Education

[Regulatory Affairs Graduate Certificate](), Algonquin College, Ottawa ON   **Sept. 2019 – Present**
- Dean's Honours List; GPA 3.5 / 4.0
- Selected Coursework: Project Management, Governance and Policy Instruments, Regulation Theory, Regulation Design, Critical Data Analysis in Regulation, Socioeconomics of Regulation Design

Other Diploma/degrees can be listed in the same way; High-school diploma and ESL should not be added

Program-Related Skills

- Ability to apply detailed knowledge of organizational procedures to make independent decisions and serve as a credible resource for a senior management team
- Knowledgeable in ICH and FDA guidelines relevant to CMC aspects of product development and maintenance
- Good understanding of product supply chains and organizations involved globally and being able to effectively contribute within these chains and organizations
- Ability to adapt regulatory knowledge/experience to the Agilent environment and develop solutions that are appropriate for Agilent
- Great communication, organization and attention-to-detail skills
- Strong interpersonal skills and ability to interact positively with all functions
- Demonstrates strong teamwork skills and is able to lead, collaborate and work effectively in teams across different businesses, functions and geographies
- Excellent knowledge of MS Office (Word, Excel and Power Point)
- Strong written and verbal communication; ability to present to various audiences' levels

Related Experience

Compliance & Regulatory Manager, T-Rex Inc.   **Nov. 2015 – Aug. 2017**

Ottawa, ON
- Provided staff members with leadership, guidance, mentoring, coaching, and feedback against performance and development objectives
- Contributed to process improvement initiatives and represent QA on project teams, management meetings, and other internal forums
- Developed a compliance framework
- Active involvement in developing new business opportunities and working closely with other departments within the firm to do so
- Provided department quality metrics and tracker information to Senior Management monthly
- Developed compliance policies and procedures
- Managed a QA auditor team responsible for lab data review, lab investigations review, methods/protocol approvals and COA issuance

Quality Manager, K-Net   **Apr. 2013 – Apr. 2015**

Ottawa, ON
- Implemented direct marketing campaigns targeting tournament coordinators
- Created customized tournament prize package programs
- Partnered with client companies in corporate, not-for-profit, and private industries to design and implement product distribution strategy
- Maintained buying relationships with various promotional product companies
- Assisted Vice President of Direct Marketing in executing monthly operations

Ryan Smith

Academic Projects (Option 1)

DRC Research
- Experience in the administration of an Institutional Review Board
- Familiarity with PC applications, medical terminology, research design, statistics and academic and regulatory functions
- Ability to foster positive relations with multiple, diverse constituencies to influence and shape change
- Strong customer focus (ability to listen attentively to residents/fellows and faculty and to understand and respond positively to their requests)

Volunteer and Co-Curricular Activities

Class Representative, Algonquin College Students' Association, Ottawa, ON   **Jan. 2018 – Apr. 2018**
- Gathered feedback from classmates in person and through surveys to understand their issues and challenges related to academic and social life at the college
- Presented suggestions and ideas to improve students' college experience at the meetings with Algonquin Students' Association and Program Faculty

Certifications/Training
- Standard CPR and First Aid Certification, St. John's Ambulance, Ottawa, ON, 2017

Awards
- Employee Excellence Award, The Source, 2018

References

Contact Name
Position Title
Company Name
Phone Number and Email

Contact Name
Position Title
Company Name
Phone Number

Aamir Khan
613-222-2222
khan3333@algonquinlive.com

Education

Technical Writer Post-Graduate Certificate Program   2019-Present
Algonquin College, Ottawa ON

Selected Coursework: Technical Writing, Digital Publishing, Designing Visual Information, Information Planning and Management, Editing, Online Documentation, Usability and UX, Web-Based Tools and Technologies

Computer Programmer Diploma   2011-2014
Algonquin College, Ottawa ON

Program-Related Skills

- Technical proficiency in Framemaker, Madcap Flare, Camtasia, Illustrator, HTML, XML
- Write whitepapers, proposals, technical descriptions, and instruction sets
- Effectively communicate technical information and deliver presentations
- Analyze user needs to determine criteria, features, and benefits of an ideal solution, explaining them in an audience-appropriate style, tone, and format
- Organize written and visual information clearly using top-down structure
- Apply Usability, UX, Visual Design, and Project Management best practice

Additional Qualifications

- Adept at communicating technical information to a wide variety of audiences
- Proficient at researching technologies and simplifying complex jargon to produce clear, concise and user-friendly technical communication
- Experienced at working independently and collaboratively to produce highly detailed technical documentation; white papers, proposals, reference guides, wikis and user manuals
- Excellent time management, organizational and project management skills
- Able to prioritize tasks to successfully meet tight project deadlines
- Expert knowledge of Mac and PC environments

Work Experience

Analysis and HR Management Consultant
Public Services Canada - Ottawa, ON   2016-2018

- Produced schedule and budget reports, earned value calculations and instructional documentation for an enterprise software application
- Liaised between upper and site-level management on dozens of projects
- Delivered daily assessments regarding company resource allocation, availability analysis, cost management, and performance metrics
- Redesigned quarterly performance reports to reflect current procurement methodologies and measure changing departmental service standards

Front Desk Agent
Best Western – Collingwood, ON   2015 – 2016

- Processed guest check-ins and check-outs in fast paced, high volume environments at five hotel locations on the resort
- Processed cash, debit and credit payments and reconciled billing discrepancies
- Responded to guest inquiries and resolved complaints in a tactful, empathetic manner, both in person and over the phone
- Provided guests with information on resort services and directions to key attractions
- Reviewed shift briefing information and completed daily procedural reports
- Communicated with various hotel departments to ensure timely and effective service to all guests

Volunteer Experience

IEEE EMC Symposium 2016, Ottawa, ON   2016

- Guided attendees and provided symposium information to aid attendees
- Monitored access to the exhibit hall and technical sessions to confirm only paying attendees were allowed inside
- Supported the Volunteer Coordinator in his absence by coordinating volunteers to ensure the last day of the symposium ran smoothly

References

Name
Job Title
Name of Organization
Telephone Number
Email

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