

SUMMARY

Recent Bachelor of Applied Computer Science graduate from Dalhousie University with hands-on experience in IT support, technical troubleshooting, and customer service. Proven ability to diagnose and resolve hardware, software, and connectivity issues while working effectively in fast-paced environments. Strong communicator with experience supporting users, leading teams, and delivering exceptional customer experiences. Eager to apply technical and problem-solving skills in a field service environment.

TECHNICAL SKILLS

Programming Languages: • Python • Java • JavaScript • SQL • Dart

Technologies: • Flutter • React • Next.js • Firebase • REST APIs

IT & Software: • Windows • macOS • Linux • Hardware & Software Troubleshooting • System Testing • Manual QA Testing •

Regression Testing • Microsoft Excel • Technical Documentation

Databases: • SQL • Firebase Firestore

Development Tools: • Git • GitHub • GitLab • Jira • VS Code • Android Studio

Methodologies: • Agile • Scrum • Kanban • Software Development Lifecycle (SDLC)

Professional Skills: • Technical Communication • Client Support • Requirements Gathering • Cross-functional Collaboration • Problem Solving • Leadership

EXPERIENCE

Development Director | Beach Bluenoser Mobile Application (Jan 2025 – Dec 2025)

- Progressed from Junior Developer to Senior Developer before being selected as Development Director leading a multidisciplinary development team.
- Coordinated Agile sprint planning, task allocation, and project tracking across multiple development milestones to ensure timely project delivery.
- Collaborated directly with clients and stakeholders to gather requirements and translate business needs into technical solutions.
- Developed and enhanced application features using Flutter, Firebase, and REST APIs while maintaining compatibility with existing system requirements.
- Prepared technical documentation and communicated project updates to stakeholders throughout the software development lifecycle.

Student IT Technician | Dalhousie University (Oct 2021 – Dec 2024)

- Provided first-line technical support for classroom technology, troubleshooting hardware, software, and connectivity issues to ensure uninterrupted academic operations.
- Configured and maintained classroom technologies including presentation systems, Wi-Fi connectivity, and multimedia equipment.
- Delivered technical assistance to faculty members and students while communicating complex technical solutions in a clear and approachable manner.
- Collaborated with team members to promptly resolve technical issues and maintain high standards of customer service.

Teaching Assistant (CyberSecurity) (Jan 2024 – April 2024)

- Assisted students in understanding cybersecurity concepts, programming assignments, and software development principles.
- Guided students through debugging techniques and troubleshooting software-related issues during labs and office hours.
- Evaluated assignments and provided constructive technical feedback to support student learning outcomes.

Event Lead | HRM Mascots and inflatables (May 2024 – Present)

- Led teams ranging from 2 to 20 members across events throughout Nova Scotia, New Brunswick, and Prince Edward Island.
- Served as the primary client-facing representative responsible for coordinating event requirements and ensuring successful execution.
- Trained and mentored new team members on safety procedures, customer service standards, and operational best practices.
- Managed real-time problem solving in fast-paced environments while maintaining exceptional customer experiences.

EDUCATION

Bachelor of Applied Computer Science,
Dalhousie University (2021 – 2025)

COMPETITIONS

- Won the "Most Ambitious Award" at a Game Development Competition by Unity.
- Participated in the Cognizant Hackathon, collaborating with team members to develop innovative software solutions.

CERTIFICATIONS

- Completed my Certification in CISSP (Certified Information Systems Security Professional)
- Currently Pursuing CompTIA A+