

Broos Galila

9876 Here Street
Lake Country, BC

250-111-2222
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PROFILE

Current Bachelor of Computer Information Systems Degree student with a cumulative Grade Point Average of 90% over five semesters. Ability to develop interfaces, optimize and create codes, scripts, and applications, and identify bugs and redundant code. Strong customer service skills demonstrated through providing desktop computer set-up and support for numerous employees for School District No. 123 as well as assisting clients with computer service/repair issues as a Geek Squad Computer Technician I with Best Buy. Excellent teamwork ability having collaborated with a team of two to place 3rd, nationally, in a global student programming competition.

EDUCATION

Bachelor of Computer Information Systems Degree Sept. 2016 – Expected Graduation: May 2021
Okanagan College, Kelowna, BC

- Received 3rd place out of 52 teams, nationally, at the 10th Annual XYZ Student Programming Competition, which consisted of solving a set of programming problems over 24 hours
- Course content includes:
 - Operating systems: command-line UNIX/LINUX, Bash Scripts
 - Programming in Java, VB.Net, C++
 - Databases: SQL (Oracle and MySQL), Normalization
 - Web technologies: HTML, CSS, JavaScript, jQuery, PHP, AJAX, XML, JSON, Apache Server, WordPress, Drupal
 - Networks and telecommunications: TCP/IP protocols, subnetting
 - Software development life cycle: waterfall and agile methodologies
 - Systems Analysis and Design: ER, use-case and UML diagramming
 - Project management: JIRA, Risk and SWOT analysis

High School Diploma
Kelowna Secondary School, Kelowna, BC

June 2016

PROFESSIONAL EXPERIENCE

Quality Assurance Analyst (Co-op Position)
XYZ Company, Kelowna, BC

Jan. – Aug. 2018

- Collaborated with the testing team to test and review new features that were developed as well as to identify and test edge cases
- Ran performance tests across the cutting-edge education tech web platform and proposed optimizations
- Contributed to improving products by logging issues in the ticketing system, and discussing bugs and issues with the development team

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PROFESSIONAL EXPERIENCE (continued)

IT Technician – Summer Student (Co-op Position)

May – Aug. 2017

School District No. 123, Sunshine, BC

- Under the direction of the Director, Information Technology, provided technical service support, installation, configuration, and problem resolution services
- Helped increase efficiency of employees by installing, configuring, and troubleshooting PCs, Chromebooks, printers, projectors, and network devices within project timeline

Geek Squad Computer Technician I

Sept. 2015 – June 2016

Best Buy, Kelowna, BC

- Assisted clients at the service desk, signed in client units, and recommended related services contributing to providing a high level of customer service and professionalism
- Helped build business and enhance client loyalty by resolving client issues and complaints in a positive manner, assisting clients with service/repair issues, providing technical information to clients on available products and services to meet their needs, and educating clients to prevent future problems

Seasonal Grounds Person

June – Aug. 2015

Greens Country Club, Somewhere, BC

- Ensured a positive golfing experience for golfers by mowing greens and fairways, raking and maintaining bunkers, weeding flower beds, and seeding divots
- Recognized as 'Rookie of the Summer' for enthusiasm, attendance, and quality work

VOLUNTEER EXPERIENCE

Computer Literacy Volunteer

(4 hours/week) July – Aug. 2015

Happy Times Wellness Centre, Somewhere, BC

- Helped seniors improve their computer skills by instructing them on how to use Google, how to Face-Time and Skype with family and friends, and how to set up a personal electronic device

Volunteer Coordinator

(20 hours) June 2018

Kelowna Badminton Tournament, Kelowna, BC

- Helped organize a badminton tournament for 50 players by creating the tournament schedule, communicating with the City of Kelowna to secure the tournament location, and sourcing prizes

INTERESTS

Badminton, City of Kelowna Recreational League, Kelowna, BC

Sept. 2013 - Present

Painting (both acrylic and water color), Lake Country, BC

Jan. 2011 - Present