Amanuel Demeke

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EDUCATION

Bachelor of Arts in Information Technology

York University, Faculty of Liberal Arts and Professional Studies, Toronto, Ontario
Graduated: October 2023

RELEVANT COURSES

ITEC 3030 – Systems Architecture
This programming course introduced the fundamentals of software-intensive systems architecture. Emphasis was placed on understanding architecture and its alignment with stakeholder requirements. Key topics included representing architectures using a system of views, each addressing different aspects of the architecture. The course also covered programming styles, patterns, tactics, and other tools that encapsulate decades of systems development knowledge.

SKILLS

- **Object Oriented Programming** Studied object-oriented programming in Java, covering foundational concepts such as classes, objects, and encapsulation, along with advanced topics like design patterns, UML documentation, and data structures. Studies emphasized writing clean, maintainable, modular code. Knowledge of SDLC and methodologies such as Agile, Waterfall, and iterative development.
- **Population Health Public Relations:** Currently a volunteer advocate with Crohn's and Colitis Canada, with experience in lobbying for changes to Ontario's health legislation. Tasked with establishing and maintaining professional relationships and reaching out to local businesses for support to the organization.
- **Web Development:** Proficient in HTML, CSS, JavaScript, PHP, and SQL, with experience in both front-end and back-end development gained through web development courses. Knowledgeable in web security practices and protocols such as firewalls, HTTPS, input validation, authentication and authorization, and session management. Knowledgeable in UX design principles, with experience creating prototypes for mobile applications with Figma.
- **Analytical Programming:** Experience working with large datasets, with skills in data preprocessing, exploration, training set creation, and data visualization using MATLAB. Knowledgeable in data science techniques to identify insights and opportunities from data and metrics. Able to create strategies to support data-based decision making. Able to adhere to data governance practices.
- **Spoken/Written Communication:** Demonstrated strong communication skills through the creation of various technical documents and user guides, including published instructional content for external sites like iFixit. Skilled communicator that can balance urgency, empathy, and integrity in writing and in speech.
- **Interpersonal:** Over 4 years of customer service experience, demonstrating professionalism with coworkers and customers. Trusted to train new employees and manage complex customer interactions independently. Skilled in effectively communicating with both technical teams and business teams. Experience creating and maintaining professional relationships with government officials through volunteer work.

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- **Operating Systems:** Proficient in Windows and Office 365 suite. Able to work in Linux environments with beginner proficiency.

WORK EXPERIENCE

- **Crohn's and Colitis Canada, *Advocacy Ambassador (Volunteer*)   2024 – Present**
  Advocated for individuals with inflammatory bowel disease by engaging with local elected officials and policy stakeholders. Shared personal stories to influence public policy and collaborated with leadership to enhance community outreach and support for affected Canadians.
- **IKEA North York, *Restaurant Production - IFS*   2021 – Present**
  Currently employed at IKEA North York, Canada's flagship location. I have consistently contributed to breaking revenue records, making it one of the highest-earning retail stores in North America. My role has developed my ability to work in a fast-paced environment through meeting very high demands and maintaining exceptional safety standards. My most recent achievement involved contributing to over $120,000 in restaurant sales within a 22-hour period (August 10-11, 2024), while overseeing food production for more than 8,000 customers.
- **No Frills, *Cashier*   2016 – 2017**
  Tasked with training and overlooking new employees. Trusted to carry out important cash office duties such as transporting large cash deposits, counting tills, approving cashback transactions, exercising override privileges on POS system, and identifying protentional security threats regarding fraud or theft.

References Available Upon Request