

# AMIEL FERNANDEZ

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## Education

- **University of Lethbridge**, Lethbridge, AB September 2018 – Present  
Anticipated Year of Completion, 2023
  - **Lethbridge College**, Lethbridge, AB September 2016 – April 2018  
Acquired Computer Information Technology  
Diploma in April 2018
  - **Catholic Central High School**, Lethbridge, AB September 2013 – May 2016  
Acquired High School Diploma in May 2016
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## Work Experience

- **Beyond Brand (Internship)** January 2023 – present
  - Writes captions for social media (Instagram/Facebook)
  - Develops concept ideas for multiple clients' advertising needs
  - Works on basic video editing for social media and brand exposure of the clients
- **TacoTime** June 2021 – January 2023
  - performs tasks at all levels of the restaurant
  - trains new employees
  - handles the drive-through window and counter cash registers.
- **Tim Hortons (Legacy Ridge)** May 2017 – June 2021
  - works in every position in the restaurant
  - operates the cash register at the counter and drive-thru window
  - maintains high standards of customer service during high-volume, fast-paced operations
  - delivers exceptional customer experience everytime while following restaurant's values, and following the correct policies and procedures
- **Talk Nerdy to Me (Practicum)** March 2018 – May 2018
  - repaired computers and other electronic devices
  - helped customers at the counter
  - checked in devices
  - answered phone calls
  - performed general clean upkeep

- **Tim Hortons (Park Place Mall)** March 2015 – May 2017
    - supervised the team members
    - trained new team members
    - performed general maintenance duties
    - took necessary steps to meet customer needs and effectively resolve food or service issues
  - **DQ/Orange Julius (Park Place Mall)** March 2013 – March 2015
    - kept counter area neat and clean
    - filled drinks and created desserts
    - accepted orders and payments while greeting customers with a friendly positive attitude
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## Skills

### Customer Service Skills

- Experience in serving food to customers following service and food safety standards.
- Multitasking ability in a dynamic, fast-paced atmosphere
- Ability to follow guidelines and directions.

### Technical Skills

- Gained experience with the following:
  - ▶ Computer Programming (C++, C#, Java)
    - Experience in programming with C++, C#, and Java
  - ▶ Computer Networking
    - Experience working problems with client/server network administration, including client/server network implementations, static analysis, system safety, security, and integrity
  - ▶ Computer Hardware Maintenance
    - Adept in computer troubleshooting, maintenance, repair, and tune-ups
  - ▶ Website Developing and Designing
    - Familiar in web development and designing using Adobe Dreamweaver, Bootstrap, HTML, CSS, Figma and JavaScript
  - ▶ Graphic Designing
    - Highly proficient in creating logos, poster designs, etc. using Adobe Photoshop, Illustrator, InDesign, Dreamweaver, and Animate
    - Knowledge of using the Processing programme to create code-based artworks
  - ▶ Video Editing , Multimedia Effects, Color Grading
    - Ability to do video editing and multimedia presentations using Adobe Premiere, After Effects, iMovie, and DaVinci Resolve
  - ▶ 3D Computer Modelling and Character Animation
    - Developed expertise using 3ds Max for character animation and 3D modelling.
  - ▶ Photo Editing and photo manipulation
    - Experience in photo editing and manipulation with Adobe Lightroom and Adobe Photoshop
  - ▶ Interactive Designing
    - Familiarity with Arduino programming to create interactive artworks
    - Ability to use Live Coding api on YouTube to create looping videos with key story and rhythm
    - Knowledge of mapping sound to a photograph using processing

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## Projects

| Client                 | Format  | Role                       | Company     | Date                    |
|------------------------|---------|----------------------------|-------------|-------------------------|
| Jadz Cleaning Services | Website | Web Developer/<br>Designer | Kraken Inc. | Sept. 2017 – April 2018 |