HEATHER YE

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SUMMARY OF SKILLS

Technical: Python, Java, JavaScript, C, C++, HTML, CSS, Racket, Bash, Linux, Azure, Excel, Mac OS X

Professional: Demonstrated ability to effectively manage multiple high-priority tasks, Adaptable and quick learner, Proven leadership in directing a community of 2000+ users, Excels in team environments.

Interests: Drawing & Painting (10+ years of experience), Crocheting, Knitting.

EDUCATION

University of Waterloo   2023 – 2028 (Expected)
Bachelor of Computer Science   GPA: 3.93 | Average: 89.5

Relevant courses: Algorithm Design & Data Abstraction (**C**), Object-Oriented Software Development (**C++**), Computer Organization & Design, Logic and Computation, Probability, Statistics

WORK EXPERIENCE

Consulting Intern, TOAnimate   May 2024 – Aug. 2024
- Boosted organic traffic by implementing SEO strategies and running targeted digital marketing campaigns, increasing customer reach by 25%.
- Developed a chatbot prototype using OpenAI's GPT models API, Python, JavaScript, and HTML/CSS, hosted on Azure and integrated into a Wix website.

General Merchandise Expert, Target Corp.   July 2022 - July 2023
- Quickly mastered store operations and layout to effectively address customer needs.
- Fostered clear communication with supervisors and teams, boosting efficiency and collaboration.
- Exceeded online order targets by 20% within goal time, while balancing core responsibilities and cross-departmental support.

PROJECTS

Two-Player Competition Tetris, C++, Makefile   2024
- Engineered using MVC architecture, employing design patterns like Factory Method for dynamic levels and Observer for synchronized dual display (text and graphical) with X11.
- Optimized memory management through exclusive use of smart pointers for safe and efficient resource handling and streamlined build process with a comprehensive Makefile.

VOLUNTEERING & EXTRACURRICULARS

Administrator, HearthCraft   Mar. 2021 – May 2022
- Directed an online community of 2000+ players; led conflict resolution and supervised staff.
- Hosted 32 events; coordinated volunteers, configured plugins, and designed visual elements.
- Raised $700+ for mental health and crisis relief charity by developing buyable in-game features.

Volunteer, Kaiser Permanente Hospital   June – Sept. 2021
- Extended compassionate support and facilitated communication between patients and providers.
- Collaborated with the team to organize initiatives like a back-to-school drive for 100+ students.
- Successfully managed high patient volumes during peak hours and maintained accuracy in documentation.