Ramatoulaye Balde

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GOAL

Expand my knowledge to strengthen my diverse skillset. Enthusiastic college student with a keen interest in computer engineering and software development. Driven by curiosity and a passion for mathematics, computer science, and artificial intelligence.

PROFESSIONAL EXPERIENCE

SALES REPRESENTATIVE   **Laval, QC**
Bell Canada / Staples (#1 in branch)   *June 2023-September 2023*

- Tripled sales in less than two months by implementing a more personal marketing approach.
- Improved sales presentation by staying up to date with telecommunication trends and using technical knowledge on optic fiber and bandwidth, maximizing customer engagement.

PHYSICS AND CALCULUS TUTOR   **Laval, QC**
Collège Lionel-Groulx (Professor-Recommended)   *August 2022-May 2023*

- Helped students in elevating their grades from 40% to surpassing 75% in college-level physics courses, achieving an average improvement of 30%.
- Created tailored lesson plans and made regular reports to keep track of progress.

ASSISTANT MANAGER   **Laval, QC**
Tim Hortons   *July 2019-February 2023*

- Contributed in making the store achieve #1 ranking in Quebec by leading my team to surpass monthly efficiency goals at the drive through during lunchtime rush hour (less than 25 seconds per customer).
- Improved customer satisfaction by 20% (from four-star to five-star) by maintaining a level-head in resolving customer issues and serving them effectively.
- Created detailed floor plans and oversaw all operations in the store, ensuring quality in service and food, respect of health regulations, and completion of daily tasks.

EDUCATION

B. ENG. IN COMPUTER ENGINEERING, MINOR IN APPLIED ARTIFICIAL INTELLIGENCE   **GPA: 3.91**
    Expected Graduation in 2027

McGill University, Montreal

DIPLOMA OF COLLEGIATE STUDIES, COMPUTER SCIENCE AND MATHEMATICS   **R-SCORE: 34.033 (4.0 GPA)**
Collège Lionel-Groulx, Ste-Thérèse   *August 2021-May 2023*

TECHNICAL SKILLS

LANGUAGES

- C (1 year)
- Python (3 years)
- C# and C++ (2 years)
- Bash Scripting

SOFTWARES/APPLICATIONS

- Maple
- GitHub
- Linux
- Unity3D

MASTERED CONCEPTS

- Object-Oriented Programming
- Data-Structures and Algorithms
- Graph Theory

RELEVANT PROJECTS

ITINERARY CALCULATOR FOR LIONEL-GROULX COLLEGE
C#, Unity3D, Graph Theory, Object-Oriented-Programming

- Spearheaded the development of a college itinerary calculator that enables users to customize the path based on preferences. Assumed complete responsibility for project organization, task division, and technical execution.
- Utilized graph theory to implement multiple versions of the A-Star algorithm, Dijkstra's algorithm and the Hungarian Method. Dynamically minimized time complexity based on the user's specified start and end locations.
- Employed OOP principles to automate the instantiation of a 3D graph of the college. This involved reading data from a text file, organizing nodes with information such as name, GPS location, and floor.