

# TANIA HEW

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**Objective:** To apply my education and my communication skills in a challenging position, within the computer science field

## Education:

- 2003 - 2007 Ryerson University Toronto, CANADA
  - B.Sc. in Applied Computer Science (Co-op option), June 2007
  - GPA 3.24
- 2001 - 2003 Grinnell College Iowa, USA
  - Began B.A. in Computer Science and French, completed second year
  - GPA 3.02

## Work Experience:

- Mar 2008 - Sep 2008 Augeo Software Boulogne, FRANCE  
Technical Writer and Tester
  - Wrote and modified technical documents for the company's stand-alone Project Portfolio Management software called Augeo5
  - Wrote help text for the Planzone SaaS ([www.planzone.com](http://www.planzone.com)) and developed the structure and content of the Planzone Help landing page – for logged in users
  - Developed a tool to convert Word documents to DokuWiki format (see [www.taniahew.com](http://www.taniahew.com))
  - Created new GUI dialogs for the upcoming Augeo5 release scheduled for next year
- Aug 2007 - Jan 2008 Hospitals of Ontario Pension Plan (HOOPP) Toronto, CANADA  
Service Desk Specialist (see description below)
- May 2007 - Aug 2007 Le Ministère du Développement durable, Québec, CANADA  
de l'Environnement et des Parcs  
Information Technology Technician
  - Implemented an independent structure under Access 2002 to manage the provincial program whereby the Ministry accredits firms to test heavy vehicle emissions in the province
  - Modified a database under Access 2002 for the provincial sampling accreditation program
  - Performed technical support as the backup I.T. technician for the department
- May 2005 - Aug 2006 Co-op - Hospitals of Ontario Pension Plan (HOOPP) Toronto, CANADA  
Service Desk Analyst (16 month Co-op position)
  - Member of a team dedicated to resolving all computer software and hardware problems experienced by the company's approximately 300 employees in their daily work environment
- 2003 - 2005 Decima Research Toronto, CANADA  
Telephone Interviewer

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- May 2002 - July 2002 Grinnell College Iowa, U.S.A  
Summer Research in Computer Science
  - Grinnell College is ranked as a top undergraduate research institution in the United States
  - Helped to develop a web mediator technology called Web Raveler
  - Presented a poster at the Ed-Media conference in Denver, Colorado
- 2001 - 2003 Grinnell College Catering and Dining Services Iowa, USA  
Various
  - Developed customer service skills working various positions and serving many notable people. Also, selected on a number of occasions for exceptional teamwork.

## Computer Skills:

### *Programming:*

Access, AJAX, C/C++, CSS, DB2, HTML, Java, JavaScript, JSP, OpenGL, Perl, PHP, Ruby, Scheme, Shell, Smalltalk, SQL, UML, VB6, VB.NET, Web 2.0, XHTML

### *Operating Systems:*

Linux/Unix, Windows 9X/2000/NT/XP/Vista, MacOS

### *Applications:*

Includes Microsoft Office Suite, various Open Source Office suites, Adobe Photoshop and GIMP, DreamWeaver, Apache Web Server, MySQL, VS.NET, various Internet web browsers, various File Transfer Protocol (FTP) applications, various Integrated Development Environments (IDEs), various remote networking and system administration software such as Dameware and Active Directory, various CMS, DokuWiki, and more

## Leadership Skills:

- National Society of Black Engineers (NSBE)
  - 2005 - 2007 Chapter President
    - In the last year, I initiated programs that allowed us to more than triple our paid membership from 12 to 46 members, increase the number of speakers coming to our meetings and raise full funding to cover the costs of the 14 students who attended the 2007 NSBE National Convention in Columbus, Ohio.

## Languages:

- English - native tongue
- French - fairly competent (reading, writing, speaking)

## Extra-curricular Activities:

- National Society of Black Engineers (NSBE)
  - 2007 – present Active alumni member
  - 2006 – 2007 Canada Zone Secretary
  - 2005 – 2007 Chapter President
  - 2004 – 2007 Torchbearer status ->GPA over 3.2
  - 2004 – 2007 Chapter Webmaster
- Tri-mentoring
  - 2003 – 2007 Mentor and mentee
- Golden Key International Honour Society Member (lifetime membership extended only to students in the top 15% of their class)