Arah Senna

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Objective

Client-focused and detail-oriented Business Technology Management major and Computer Science graduate with strong problem-solving and communication skills. Experienced in customer service and technology environments, with the ability to assist clients, resolve issues efficiently, and provide clear guidance on digital tools and services.

Work Experiences

Public Health Agency of Canada – Web Developer

May 2023 – August 2023, January 2024 – August 2025 Ottawa, ON

- Developed interactive data visualization systems using D3.js and JavaScript to communicate complex epidemiological datasets.
- Identified and fixed issues brought up by client feedback.
- Designed and tested dynamic webpages based on client requirements.
- Collaborated with teams on projects using Agile methodologies.

Shared Services Canada – IT Technician

May 2022 – August 2022 Gatineau, QC

- Provided technical support to users by diagnosing and resolving hardware and software issues.
- Set up and configured new devices and software for employees.
- Maintained inventory of IT equipment and licenses.

Sky High Maintenance – Administrative Assistant

July 2021 – September 2021 Ottawa, ON

- Coordinated schedules and daily assignments for cleaning crews.
- Assisted with client communications and administrative tasks.
- Maintained job records and tracked project completion.

Loblaw Companies Limited – Cashier and Bagger

July 2020 – June 2021 Gatineau, QC

- Delivered friendly and efficient service while assisting customers with purchases and inquiries
- Resolved customer concerns and handled high-volume transactions in a fast-paced retail environment
- Maintained a calm and positive attitude during busy periods while ensuring accurate service.

Education

University of Ottawa

- Business Technology Management, Honours Bachelor of Commerce (BCom), Present

Heritage College

- Computer Science, DEC, May 2024
  Honour Roll Student 6 out of 6 semesters

Technical Skills

- Digital Tools: Microsoft Office, Google Workspace, Amazon Web Services
- Languages: Python, JavaScript, C#, Java, PHP
- Web & Frontend: React, React Native, HTML5, CSS, Bootstrap
- Backend & APIs: Node.js, ASP.NET, REST APIs
- Cloud & Tools: Git, Azure DevOps, MongoDB, SQL Server

Soft Skills

- Time Management: Prioritize and organize tasks to meet deadlines.
- Problem Solving: Ability to identify and solve problems logically and efficiently.
- Strong attention to detail: Find and fix errors in code or documentation.

Projects

VBD Surveillance Page: Government of Canada's Health InfoBase Website

- Collaborated in a cross-functional team to design and implement the Vector-borne diseases (VBD) surveillance page on the government of Canada's Health InfoBase website.
- Leveraged AWS cloud services for team collaboration and development.
- Developed interactive data visualizations using D3.js, CSS, and JavaScript, making the complex disease information more easily understandable for the public.

Fit Heritage: Mobile & Desktop App for Heritage College PE Department

- Developed a cross-platform fitness application for both mobile and desktop users, to help keep track of physical education activity progress at Heritage College.
- Implemented Agile methodologies to manage project lifecycle with team within Azure DevOps, aiding in the project's delivery through proper sprint planning, task management, and version control using Git.
- Engineered the application using React Native and typescript for cross-platform user experience, styled with Tailwind and powered by a robust ASP.NET and C# backend.