Shakella Thompson
Junior Rail Traffic Controller

SUMMARY

The profile provided does not match a software engineer's resume and instead outlines the diverse background of an individual with expertise in rail traffic control, digital marketing, and legal court services. No technical or engineering skills, computer science education, or software development experience are mentioned, so an accurate software engineer summary cannot be generated. The details provided highlight experience in railway operations, digital marketing strategy, and court service administration without reference to programming languages, software engineering methodologies, or technical tools.

TECHNICAL SKILLS

Main Technical Skills	RPA, Celonis, MS SQL Server Management Studio (1 yr.), Ruby on Rails (1 yr.), .Net WCF
.NET Platform	.Net WCF
Android Libraries and Tools	Room (Android Jetpack)
Ruby Frameworks	Ruby on Rails (1 yr.)
Data Analysis and Visualization Technologies	Celonis, Data Analysis
Databases & Management Systems / ORM	MS SQL Server Management Studio (1 yr.)
Industry Domain Experience	seo
Collaboration, Task & Issue Tracking	Atlassian Confluence, Jira
Project Management & Administration	Marketing research
Blockchain and Decentralized Software	NFT marketplace
Platforms	RPA
Other Technical Skills	HR, Illustration and icons

WORK EXPERIENCE

Rail Traffic Controller, Railway Operations Management

Duration: February 2023 - Present (1 year 4 months)
Summary: Facilitated and managed crucial network operations for the smooth and safe operations of trains, ensured 95% on-time train movements.
Responsibilities: Manage network operations, maintain continuous awareness of operational procedures, uphold safety standards, coordinate service adjustments, dispatch locomotives.
Technologies: Train Control applications, Canadian Rail Operating Rules (CROR)

Freelance Digital Marketer, Digital Marketing Campaigns

Duration: June 2020 - Present (4 years)
Summary: Developed tailored digital marketing strategies to drive brand awareness, engagement, and conversions, improved website traffic by 40%, and increased leads by 25%.
Responsibilities: Develop and execute multi-channel digital marketing campaigns, conduct market research, create engaging content, implement analytics tools, and cultivate client relationships.
Technologies: SEO, content marketing, social media, email marketing, data analytics tools

Court Services Officer, Criminal Court Services Division (MAG), Court Administration Support

Duration: April 2022 - January 2023 (10 months)
Summary: Provided vital support for the administration of court proceedings facilitating the delivery of justice within the Ontario judicial system.
Responsibilities: Managed courtroom logistics, facilitated court proceedings, assisted judges, responded to inquiries, and collaborated for operational efficiency.

HR Manager / Marketing Manager, Human Resources and Marketing Management

Duration: January 2022 - May 2022 (5 months)
Summary: Led HR strategies and marketing initiatives to drive brand visibility and engagement, revamped recruitment process reducing time-to-fill positions by 15%.
Responsibilities: Develop recruitment strategies, manage the hiring process, administer performance management programs, and manage digital marketing initiatives.

Breakfast Bar Attendant, Breakfast Service Excellence

Duration: March 2019 - March 2020 (1 year 1 month)
Summary: Played a pivotal role in guest experience by delivering high service standards and hospitality within the breakfast service area of the hotel.
Responsibilities: Prepared and replenished breakfast items, greeted and assisted guests, maintained cleanliness, adhered to safety protocols, and coordinated special events.

Courtesy Clerk, Retail Customer Service

Duration: August 2012 - September 2016 (4 years 2 months)
Summary: Assisted in maintaining high operational standards at the grocery store through excellent customer service and support.
Responsibilities: Provided customer service, assisted with store operations and maintenance.

EDUCATION

- **Sheridan College**
  Bachelor's degree, Business, Management, Marketing, and Related Support Services
  Not Provided
- **Our Lady of Mount Carmel High School**
  OSSD (Ontario Secondary School Diploma)
  2010 - 2014
- **CDI College**
  Diploma of Education, Business and Digital Marketing
  Not Provided

CERTIFICATION

- **Canadian Rail Operating Rules**
  Not Provided
  Not Provided
- **Six Sigma White Belt**
  Not Provided
  Not Provided
- **Smart Serve**
  Not Provided
  Not Provided
- **Lean Six Sigma White Belt Certification**
  Not Provided
  Not Provided
- **Business Analysis Foundations: Business Process Modeling**
  Not Provided
  Not Provided