CHRIS YVAN IGABA

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PROFESSIONAL SUMMARY

Software Engineering student at Seneca Polytechnic (expected 2029) building a responsive JavaScript portfolio and planning a full-stack academic dashboard with Python and FastAPI. Experience with Python, C++, JavaScript, HTML/CSS, SQL, object-oriented programming, Git/GitHub, and debugging. Bilingual English/French communicator with professional experience troubleshooting issues, documenting work, and handling sensitive information.

TECHNICAL SKILLS

Languages: Python, C++, JavaScript, HTML5, CSS3, SQL

Backend & Web: Node.js, Express, EJS; FastAPI (planned for ScholarTrack)

Databases: Relational database design, SQL, SQLite (planned for ScholarTrack)

Tools & Practices: Git, GitHub, VS Code, responsive web design, OOP, REST API concepts, software testing fundamentals

PROJECTS

DevPortfolio — Personal Portfolio Website | In development | github.com/Igaba/Igaba.github.io

- Building a responsive personal website using HTML, CSS, and vanilla JavaScript to present projects, technical skills, experience, and contact information.
- Implemented responsive navigation with an interactive mobile menu using DOM events, class toggling, and accessibility attributes; developing data-driven project cards.

ScholarTrack — Student Academic Dashboard | Planning / early development

- Defined a full-stack academic dashboard concept for managing courses, assignment deadlines, grades, and study planning.
- Planned stack: Python, FastAPI, JavaScript, SQLite; future goals include automated testing with Pytest, CI using GitHub Actions, and deployment. Features are not yet implemented.

Python & Database Coursework | Seneca Polytechnic

- Built Python exercises using functions, decorators, generators, classes, inheritance, and encapsulation; practiced debugging and software testing concepts.
- Wrote SQL queries and studied relational algebra, ER diagrams, keys, and database normalization.

EDUCATION

Seneca Polytechnic — Bachelor of Software Engineering | Expected 2029

Relevant coursework: Object-Oriented Programming (C++), Software Development & Deployment (Python), Web Programming & Scripting, Database Systems, Linear Algebra.

PROFESSIONAL EXPERIENCE

ServiceOntario via Staples — Customer Support Specialist | Mar 2026 – Aug 2026

- Clarified service requirements and guided customers through licence, health card, and identification processes with accuracy and attention to privacy.
- Investigated customer issues, documented service interactions, and explained next steps clearly in a fast-paced environment.

Concentrix — Bilingual Customer Care Advisor | Jan 2023 – 2025

- Resolved customer concerns in English and French by gathering information, following workflows, and documenting outcomes.

Dicido Shoe Store — Sales Agent | Aug 2022 – Jan 2023

- Supported customers with product questions and purchase decisions while maintaining clear communication.

LANGUAGES

English — Fluent | French — Fluent