

Abdul-Karim Mrad

Software Developer Student

☎ (905) 966-7251 ✉ abdul-karim.mrad@mohawkcollege.ca 📍 Hamilton, ON

OBJECTIVE

A dedicated and fast-learning **Software Development Technology student**, with hands-on experience in **Java, Python, C#, and SQL**. I am eager to apply my programming skills and knowledge of **database management** to real-world projects. Alongside my technical expertise, I bring strong **customer service** and **training experience**, having successfully mentored new team members. I am seeking an opportunity to contribute to a collaborative environment where I can continue to learn, grow, and solve complex software challenges.

HIGHLIGHTS OF QUALIFICATIONS

- **Programming Expertise:** Proficient in **Python, Java, C#, JavaScript, and SQL**, with a solid understanding of **object-oriented programming** and software engineering principles.
- **Web Technologies:** Skilled in **HTML, CSS, and JavaScript** with a 90% GPA in Client-Side Web Programming.
- **Customer Service & Leadership:** 4+ years of experience providing excellent customer service, with a proven track record in resolving customer issues and training employees.
- **Full-Stack Development:** Hands-on experience in developing both front-end interfaces and back-end logic for software solutions.
- **Troubleshooting & Debugging:** Adept at diagnosing software problems and collaborating with teams to implement effective solutions.
- **Communication & Training:** Strong interpersonal and teaching skills, demonstrated through private tutoring and leading employee training programs.

EDUCATION

Software Development Technology-Advanced Diploma
Mohawk College - Hamilton, ON

January 2021 -Present

- Currently enrolled in semester 4.
- Achieved 81.7% GPA in first year.
- Named to the Dean's Honour List.

TECHNICAL SKILLS

- **Programming Languages:** Java, Python, C#, JavaScript, SQL
- **Web Technologies:** HTML, CSS, JavaScript
- **Database Management:** SQL, MySQL, SQLite, Database Queries
- **Software Development:** Object-Oriented Programming (OOP), Full-Stack Development, Software Testing
- **Tools:** Git, GitHub, JavaFX, Visual Studio

- **Customer Service Skills:** Leadership, Conflict Resolution, Training, Team Collaboration

WORK EXPERIENCE

January 2020 - Present

Customer Service Representative

Pioneer gas station - Hamilton, ON

- Consistently praised for providing fast and accurate service, as well as being able to recognize and resolve customer complaints.
- Possesses professional leadership ability by training over 6 employees.
- Committed to providing outstanding customer service and maintaining an efficient and organized workplace.
- Adaptable professional with more than 4 years of work experience and proven knowledge of leadership, problem-solving, and prioritization.

VOLUNTEER EXPERIENCE

Private Tutoring

- Work with students to improve their skills in Mathematics and Physics.
- Coach and mentor employees to build their interpersonal skills.

LANGUAGES

- English
- Arabic

CERTIFICATIONS

Worker Health & Safety Awareness.

References are available if needed