

QASIM NAEEMUDDIN

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EDUCATION

Wilfrid Laurier University

Honors Bachelor of Computer Science

Waterloo, ON

Sept 2023 – Jun 2027

- Courses: Introduction to Python, Object Oriented Programming, Data Structures I and Data Structures II

EXPERIENCE

Majorel

Technical Support Specialist

Waterloo, ON

Feb 2023 – Aug 2023

- Resolved escalated customer inquiries via telephone and remote access tools to ensure quick and efficient solutions. This process improved customer satisfaction by **30%** and contributed client loyalty
- Assisted customers with setting up online banking accounts, resetting passwords, and navigating the website using tools such as Salesforce, helped streamline the onboarding process and improved the user experience
- Quickly Fixed issues to minimize customer downtime by **15%** and led to fewer recurring customer issues
- Tracked progress of service requests using a ticketing system, ensured all cases were resolved in a timely manner

PROJECTS

Weather Web App

- Developed a dynamic weather application using JavaScript and HTML, enabling users to check real-time weather updates for any city globally, providing instant access to local weather conditions and forecasts
- Integrated a third-party weather API to retrieve and display up-to-date information such as temperature, humidity, and forecasts, ensuring users are informed with accurate and precise weather data at all times
- Created an intuitive, responsive interface that simplifies user input for city searches and delivers immediate weather results, improving both usability and overall engagement with the application

Flappy Bird Game

- Developed a fully functional clone of the Flappy Bird game using Java, incorporating smooth gameplay mechanics, responsive user controls, and efficient collision detection to ensure a seamless gaming experience
- Designed and coded the core game logic, including bird movement mechanics, obstacle generation patterns, and dynamic score tracking, providing an interactive and challenging game environment for users to experience with
- Applied object-oriented programming principles to develop modular and reusable code components, facilitating easier future updates, bug fixes, and the addition of new features, improving the game's scalability and durability

NBA Quiz

- Designed and developed an interactive NBA quiz using HTML and CSS, featuring 5 multiple-choice questions
- Utilized JavaScript to handle user input, validate answers, and provide instant feedback at the end of the quiz
- Implemented dynamic scoring functionality to calculate and display the final score upon quiz completion

TicTacToe App

- Developed a Tic-Tac-Toe game using Swift and SwiftUI, implementing a responsive 3x3 game grid
- Designed a user interface utilizing SwiftUI for efficient game layout, enhancing experience on iOS devices
- Integrated game logic to handle player moves, detect win conditions, and reset the game state dynamically

SKILLS & HOBBIES

- **Programming Languages:** Java, JavaScript, Python, React, CSS & HTML, Swift, SwiftUI
- **Libraries, Frameworks, Tools:** VS Code, React, Flask, Git, Eclipse, Salesforce
- **Hobbies:** Basketball (Toronto Raptors), Hockey (Toronto Maple Leafs), Reading autobiographies