Awas Jomail

647-550-6054 | Toronto, ON | awasjomail@gmail.com | linkedin.com/in/awasjomail | https://awasjomail.ca

Profile

Compassionate and solutions-oriented professional with over four years of client support experience in healthcare and corporate settings, combined with one year of developing and deploying Aws cloud-based applications. Known for empathy, clear communication, technical proficiency, and a strong commitment to service excellence. Adept at thriving under pressure, collaborating cross-functionally, and delivering reliable, user-focused solutions.

Core Competencies

- **Client Support & Communication**: Empathetic listener; conflict resolution; call triage; non-verbal empathy; cultural sensitivity.
- **Technical Troubleshooting**: Incident triage and root-cause analysis; ServiceNow; system monitoring; SLA management.
- **Software Development**: C#, .NET Core, React, TypeScript, Java, Python; REST APIs; containerization with Docker; AWS.
- **Data & Analytics**: SQL Server, MongoDB, MySQL; data preprocessing; SMOTE; pandas, scikit-learn.
- **Workflow & Collaboration**: Git, Agile/Scrum, Jira, Salesforce; documentation and release planning; cross-team coordination.

Professional Experience

Pharmacy Assistant

Loblaws, Toronto, ON   June 2021 – Present

- Managed high-volume patient interactions (in-person and phone), navigating emotionally charged and time-sensitive inquiries with empathy and clarity.
- Triage and resolution: prioritized urgent requests (missed medication deliveries; equipment repairs), ensuring SLA compliance.
- Conflict resolution: de-escalated patient frustrations through active listening and clear guidance on benefits enrollment and cost-saving options.
- Accessibility: supported non-English–speaking clients using translation tools and empathetic non-verbal communication.
- Documentation & coordination: maintained precise logs (prescriptions, service histories) and used Microsoft Outlook/Word for shift planning and team communication.

Production Application Support Analyst

CIBC, Toronto, ON   Sept 2023 – Dec 2023

- Responded to and triaged concurrent incident tickets in ServiceNow, consistently meeting SLAs by prioritizing critical failures (data-transfer issues; login errors).
- Conducted root-cause analysis on email-delivery failures for client data transfers; coordinated cross-functionally with networking and Exchange teams.
- Communicated compliance constraints to internal stakeholders and third-party vendors, proposing secure alternative solutions to maintain relationships.
- Maintained audit-ready records of incidents and resolutions; used clear, empathetic communication to transform challenging interactions into collaborative problem solving.

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Coding Projects

Personal Portfolio

Independent   Mar 2025 – Present

- Designed and deployed a responsive personal portfolio using React (v18), TypeScript, Vite, and Tailwind CSS to showcase projects and skills.
- Enhanced UX through iterative improvements driven by user feedback (e.g., consistent button placement, dark mode accessibility adjustments, placeholder text in forms)
- Incorporated AI-assisted development workflows—using ChatGPT for code suggestions and debugging—and adopted a test-and-learn approach to refine UI/UX.

AstraVita Pharmacogenomic Capstone

Centennial College   Sept 2024 – Dec 2024

- Engineered a full-stack web application enabling secure sharing of genetic test results between doctors and patients using ReactJS, Node.js, and MongoDB.
- Authored release planning artifacts and methodology documentation; managed version control and issue tracking via GitHub.

Financial Tracking Mobile Application

Centennial College   May 2024 – Aug 2024

- Built a cross-platform React Native app with an ASP.NET REST API, containerized in Docker, and deployed to AWS ECS Fargate.

Stolen Bike Recovery Predictive Model

Centennial College   May 2024 – Aug 2024

- Developed a classification model to predict stolen-bike recovery likelihood; addressed dataset imbalance using SMOTE.
- Utilized pandas, scikit-learn, and imbalanced-learn for preprocessing, feature engineering, and evaluation.

Education Coding

Diploma, Software Engineering

Centennial College, Toronto, ON   Sept 2021 – Dec 2024

Honors Bachelor of Science
University of Toronto Mississauga, ON   Sept 2015 – April 2019

Technical & Tools

C#/.NET Core | Java | Python | TypeScript/JavaScript | React | Spring Boot | AWS (ECS, Fargate) | Docker | Kubernetes | SQL Server | MongoDB | MySQL | Git | ServiceNow | Jira | Salesforce

Volunteer & Interests

Brunch meetups, wellness walks, fiction novels.