

Bibi Zulaikha Akbari

Software Developer



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Summary of Qualification

Detailed-oriented Software Development and Computer Science student with a strong foundation in object-oriented programming, database design, and software development. Proficient in C#, .NET, PHP, SQL, and JavaScript with experience in ASP.NET, WordPress, and System Analysis & Design. Adept at developing Desktop Applications, HTML validation, and relational databases. I am passionate about learning to leverage technical expertise to develop innovative software solutions. Excellent communication and collaboration skills, fluent in Dari, English, and Urdu.

Education

Mohawk College, Hamilton ON	September 2023 - June 2025
Ontario College Diploma - Software Support	GPA: 82.9/ 3.3
Awarded Academic Excellence	
Mohawk College, Hamilton ON	September 2023 - Present
Advanced Diploma - Software Development	GPA: 82.9/ 3.3
Awarded Academic Excellence	

Technical Skills

Programming Languages: HTML / CSS, Python, Java, JavaScript, C#, PHP

Frameworks & Development Tools: .NET, ASP.NET, Bash Shell Scripting, Software Quality & Testing, WordPress

Databases: SQL, Relational Databases

Methodologies & Practices: Project Management, System Analysis & Design, Microsoft 365

Professional Experience

Mohawk College, Hamilton ON	October 2024 - April 2025
Computer and Digital Skills	
Helper	

- Helped students learn and solve problems with Microsoft 365 applications like Word, Excel, and PowerPoint.
- Organized workshops to improve students' digital skills, focusing on using the internet, managing email, and utilizing OneDrive for cloud storage.
- Provided one-on-one support to students dealing with software issues, helping them work more efficiently and gain technical skills.
- Developed easy-to-follow guides and tutorials for common tasks in Microsoft 365, making it easier for students to learn and succeed.
- Assisted students in troubleshooting software related issues, enhancing their problem-solving skills and confidence.

Service Desk Analyst – IT Department (UTS)

- Provide front-line technical support to faculty, staff, and students, resolving a wide range of IT issues efficiently and professionally.
- Troubleshoot hardware, software, and network-related problems, ensuring minimal disruption to users.
- Support and guide users in the use of Microsoft 365 applications, including Outlook, Teams, Word, Excel, and OneDrive.
- Document and track support requests using ticketing systems, ensuring timely resolution and follow-up.
- Collaborate with IT teams to escalate complex issues and contribute to continuous service improvement initiatives.
- Maintain a high level of customer service while managing multiple support requests in a fast-paced environment.

Academic and Professional Achievements

Awards

Dean's Honors List | Mohawk College

Certificates

Time Management Advanced	Mohawk College
Digital Skills Advanced	Mohawk College
Communication Skills Advanced	Mohawk College
Teamwork Advanced	Mohawk College

Portfolio Website

<https://bibizulaikhaakbari.github.io>