

# ARSHAD KHAN

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**PROFILE** Software Engineering student with a specialization in Health Informatics. Proficient in multiple programming languages and excellent analytical skills. Bringing exceptional verbal and written communication skills as well as the ability to adapt to client needs.

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## SUMMARY OF QUALIFICATIONS

- Proficient in Agile and Scrum methodologies, with applied project experience in software testing
- Detail-oriented individual with an adeptness for producing high quality work
- Excellent ability to multitask and solve problems efficiently
- Proven ability to meet deadlines consistently while working independently or in teams
- Skilled in multiple software and programming languages
- Good knowledge of Epic Hospital Information System and medical terminologies
- Currently enrolled in Health Informatics Technology (Co-op) program; holds a Bachelor of Science

## TECHNICAL SKILLS

<b>Programming Languages:</b>	C#, Python, .NET, JavaScript (angular, bootstrap, node), SQL, HTML
<b>Software:</b>	Excel, Word, PowerPoint, SAS, Tableau, RapidMiner
<b>Operating Systems:</b>	Windows, Linux, Unix
<b>Languages:</b>	French (intermediate), English (fluent)

## EDUCATION

<b>Health Informatics Technology (Co-op) Advanced Diploma</b>	Jan. 2021 – Dec. 2023
Centennial College, Toronto, ON	
• Overall GPA – 4.38/4.5	

### Projects:

- <https://comp229-2021-a2.herokuapp.com/>

Designed and developed a personal portfolio website using JavaScript, HTML, CSS, Node.JS, and Bootstrap

### Relevant Courses:

Structure of HCIS	Unix/Linux Operating Systems	Client-Side Web Development
Advanced Database Concepts	Web Interface Design	Programming 2

<b>Bachelor of Science Degree</b>	Sept. 2016 – Dec. 2020
University of Ottawa, Ottawa, ON	

## RELEVANT EXPERIENCE

<b>System Support Officer</b>	Jan. – Apr. 2022
Tribunals Ontario, Toronto, ON	
• Managed IT assets for the Government of Ontario	
• Provided technical support to judges, lawyers, and other government staff	
• Aided with the development of an automatic ticketing system through Azure DevOps	
• Tested IT systems to ensure functionality and compatibility with the Government of Ontario network	

## Technical Support

Sept. – Nov. 2020

Trillium Health Partners, Mississauga, ON

- Delivered technical support to on-site staff during the implementation and GO-Live of the Epic THP Hospital Information System
- Served as a first-line problem solver and point of escalation for end users
- Utilized knowledge and expertise of the new system with exceptional customer service skills to ensure hospital users were comfortable during the Go-Live process
- Provided one-on-one guidance to physicians, nurses, and other staff
- Identified and resolved issues for end users and escalated to the Command Centre when required

## OTHER EXPERIENCE

### Camp Counsellor

June – Aug. 2019

Royal City Soccer Club, Vaughan, ON

- Supervised a group of 8-12 campers in a day camp program
- Planned and organized a daily program for teaching soccer skills, games, and other fun activities
- Ensured campers followed the daily routine, got proper rest, kept the parks clean, and participated in activities
- Assisted the supervisor in supervising the volunteers and ensured a safe atmosphere for all staff and campers
- Resolved conflict between the kids and provided daily feedback to the parents

### Filing Clerk

June – Aug. 2015

Sun Chemical, Brampton, ON

- Organized and filed invoices for the accounting department
- Scanned and organized incoming files to ensure correct placement and legibility
- Eliminated outdated materials and destroyed or transferred them to inactive storage

## EXTRA – CURRICULAR EXPERIENCE

### Soccer Coach

June – Aug. 2017, 2018

Brampton Soccer Club, Brampton, ON

- Improved player and team performance, both physically and mentally
- Coached players on how to win within the laws of the game
- Provided a high-quality soccer program for players within a positive environment
- Hosted weekly practices and attended meetings organized by the club
- Communicated with players and parents about game schedules and assisted with any questions or issues