Amaan Ahmed

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EDUCATION

Macaulay Honors College at City University of New York   **Staten Island, NY**
Bachelor of Science in Computer Science   *Expected May 2026*
- *GPA: 3.6*

RELEVANT COURSEWORK

Discrete Mathematics, Data Structures and Algorithms, Computer Architecture, Object Oriented Software Design, Operating Systems, Relational Database Systems

SKILLS

Languages: C++, HTML5, CSS, JavaScript, Python, Java, SQL
Frameworks & Libraries: React.js, Node.js, Next.js, SpringBoot
Technologies: Firebase, Git, Github, Google Cloud, Docker, PostgreSQL, Linux, Figma, Supabase

RELEVANT EXPERIENCE

City University of New York – **College of Staten Island**   **New York, NY**
Help Desk Analyst (Part-time)   August 2024 – Present
- Deliver technical support to 20+ users daily, achieving a 90% first-contact resolution rate and minimizing disruption to user operations through **effective communication**.
- Manage and prioritize 40+ support tickets weekly, applying strong **problem-solving** and on-the-spot thinking to quickly address challenges, while collaborating with IT teams to escalate complex issues efficiently.

HeadStarter AI   **New York, NY**
Software Engineering Fellow   July 2024 – September 2024
- **Led** cross-functional engineering teams in **Agile environments**, regularly conducting and leading daily stand-ups, managing sprint planning, and overseeing the delivery of 2 AI-powered applications **and APIs**.
- Orchestrated collaborative development using Git, resolving merge conflicts and **reviewing several pull requests** to maintain code quality and project coherence.
- Fostered a culture of code review and pair programming, leading to a decrease in bugs and improved code quality in AI-powered applications.

MNC Development   **New York, NY**
Software Engineer Intern   February 2024 – April 2024
- Developed a responsive **React** front-end for an urban culture media site, and implemented **Firebase** and **Node.js** on the backend for tasks such as video compression, achieving over **70% storage savings** and significant cost reductions.
- Participated in **Agile/Scrum/Kanban** development cycles, contributing to weekly sprints, and ensuring project tasks were effectively tracked and completed on time.
- Documented technical specifications, and codebase architecture to facilitate knowledge sharing, onboarding of new team members, and future system maintenance.

TECHNICAL PROJECTS

Mindful Moments (Team Lead)   May 2024
- Designed and implemented a secure authentication system using **Java SpringBoot** to ensure user data privacy and security, enabling user registration, login, and session management.
- Developed key features such as a journal, mood tracker, meditation exercises, and user profiles using **React.js** for the front-end.
- Utilized **PostgreSQL** database for storing and managing user data, ensuring personalized user experience and data persistence.

SocialQ (Team Lead)   August 2024
- Designed and developed a web application using **Next.js** and **Material-UI** to provide users with a variety of social interaction ideas (jokes, compliments, icebreakers) that can be reviewed in the form of flashcards.
- Integrated **OpenAI's** language models to generate relevant and engaging flashcard content based on user-specified topics.
- Implemented secure authentication and user profile management using **Firebase**, ensuring data privacy and personalization.