

Amaan Ahmed

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EDUCATION

Macaulay Honors College at City University of New York

Bachelor of Science in Computer Science

New York City, New York

Expected May 2026

EXPERIENCE

Help Desk Analyst (Part-time)

City University of New York – College of Staten Island

August 2024 – Present

New York, NY

- Delivered technical support to 20+ users daily, achieving a 90% first-contact resolution rate, minimizing operational disruptions
- Resolved 40+ support tickets weekly, improving system up-time and reducing issue resolution time through rapid troubleshooting and escalation

Software Engineering Fellow

HeadStarter AI

July 2024 – September 2024

New York, NY

- Led cross-functional engineering teams in Agile environments, overseeing the development and delivery of two AI-powered applications and APIs.
- Decreased bugs and improved code maintainability by fostering a code review and pair programming culture.

Software Engineer Intern

MNC Development

February 2024 – April 2024

New York, NY

- Developed a responsive React front-end for an urban culture media site and integrated Firebase and Node.js back-end, reducing storage costs by over 70% through video compression
- Contributed to Agile sprints by tracking and completing tasks on time, ensuring smooth project execution.
- Documented technical specifications and system architecture, facilitating on-boarding and maintenance for future developers

Back-End Developer Intern

Selective Corporate Internship Program

September 2023 – December 2023

Remote

- Designed and implemented micro-service architecture to enhance back-end performance and scalability.
- Initialized Docker containers, streamlining resource utilization and ensuring seamless scalability.

PROJECTS

SocialQ (Team Lead) | *Next.js, OpenAI, Firebase, Git*

August 2024

- Developed a flashcard-based web app with Next.js and Material-UI, offering users conversation starters and icebreakers.
- Integrated OpenAI's language models to generate dynamic content tailored to user preferences.
- Implemented secure authentication and user profiles with Firebase for personalized user experiences

Mindful Moments (Team Lead) | *Java Spring Boot, PostgreSQL, React.js, Git*

May 2024

- Engineered a secure authentication system with Java Spring Boot, enabling seamless user registration and session management
- Built front-end features like journals, mood trackers, and meditation exercises using React.js, enhancing user engagement
- Managed user data with PostgreSQL, ensuring personalized experiences through efficient data storage and retrieval

TECHNICAL SKILLS

Languages: C++, Python, Java, JavaScript, HTML5, CSS, SQL

Frameworks: React.js, Node.js, Next.js, SpringBoot

Developer Tools: Firebase, Git, Github, Google Cloud, Docker, PostgreSQL, Linux, Figma, Supabase