

# Ehab Haque

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## Technical Skills

- **Development:** C/C++, Linux, Java, BASH, Git, Python, AutoCAD, HTML5, CSS3, Dart, MATLAB, PowerBI, ETAP, GUI Design
- **Technical Skills:** CCTV, Access Control Software, IP Video Systems, VoIP, DNS, TCP/IP, Cloud Solutions, Office365

## Education

**BEng Electrical Engineering** | *York University* | *September 2018 – April 2024*

- Graduated with honours.

## Experience

**Tech Rehab – IT Specialist** | *May 2020 – Present*

- Effectively identified and resolved network issues onsite and remotely across modems, servers, routers, switches, and mesh Wi-Fi systems.
- Skilled in internet and telecom technologies, including domain management, DNS, TCP/IP, email systems, cloud solutions, backup and storage, VoIP, and Microsoft Office Suite, consistently reducing system downtime by 20% through proactive maintenance and troubleshooting.
- Applied expertise in Windows, macOS, iOS, and Android operating systems to optimize system performance and enhance user experience, reducing average support ticket resolution time by 25% for issues related to these platforms.
- Installed, programmed, and installed CCTV cameras and doorbells(Ring etc). Ran ethernet cables from NVR to equipment, test cables and equipment, and guided end users on system operation.

**York University (Lassonde) - IT Technician** | *October 2022 – April 2024*

- Executed software rollouts across 40+ instances in high-capacity labs, utilizing advanced management tools to ensure seamless integration and reduce software deployment time by 50%.
- Proficient in troubleshooting and resolving complex technical issues with a 90% first-call resolution rate.
- Improved IT issue resolution efficiency for students and senior staff by systematically collecting, organizing, and prioritizing tasks based on established criteria and prior experience, reducing response time and increasing satisfaction.

**Lassonde Motorsports - Electrical Systems Designer** | *Sept 2023 - April 2024*

- Participated in developing key vehicle components related to power distribution, telemetry, and control systems.
- Researched data acquisition methods to enhance system performance and reliability.
- Created comprehensive documentation and schematics for electrical systems, including wiring diagrams, component specifications, and system configurations.

**YURS Rover Design Team - Electrical Systems Designer** | *Sept 2022- April 2023*

- Collaborated in designing and prototyping two custom PCBs in KiCAD, integrating a microcontroller to enable I2C/UART to CAN communication between GPS, compass modules, and the central control module.
- Collaborated on embedded C code development for the microcontroller, facilitating I2C and UART data transmission from external modules.
- Engaged proactively in team discussions, brainstorming sessions, and collaborative problem-solving activities.
- Participated in two 4-day rover competitions, diagnosing issues and improving rover functionality to meet specific requirements.

## Projects

**CCTV Security Installation and Design Project – Baxters Bakery, Scarborough, ON**

- Installed and configured 30+ CCTV cameras at Baxters Bakery, designing a comprehensive layout to ensure optimal coverage. The system is routed to a central NVR in the main office for upper management viewing.
- Integrated weather-resistant mounting solutions for outdoor cameras. Guided staff on system usage to enhance monitoring of both interior and exterior premises.

**Wireless Network Deployment Project - Shipping/Receiving/Manufacturing Warehouse, LA Metal, Toronto, ON**

- Designed and implemented 18 access points to ensure optimal coverage for 50+ operational tablets, providing sufficient access point coverage to satisfy the system network load and ensure seamless operation for all connected devices.
- Developed a Power BI presentation to provide the client with detailed options, including Ethernet cable run lengths, recommended access point models, and project completion timelines.

**Clonezilla Documentation Project - TechSOS, Markham, ON**

- Created comprehensive user documentation for Clonezilla, an open-source disk cloning and imaging tool. Included step-by-step guides for installation, configuration, and cloning procedures.
- Tailored the documentation for both novice and advanced users. Ensured clarity, accuracy, and ease of use in the guides.

**Capstone Project – YFS Wellness App: iOS & Android Development**

- Led the development of a custom app for the YFS Wellness Centre at York University, increasing student engagement by 25% by implementing features such as a Google Calendar for upcoming events, a Database for updating resources, a Pomodoro timer, and interactive games.
- Managed end-to-end design and deployment on iOS and Android, ensuring broad accessibility and smooth functionality.
- Collaborated with team members to drive discussions and deliver presentations, ensuring a timely, high-quality delivery.