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, Office 365

Education

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

CompTIA Security+ Certification | *April 2025,* **AZ-900 Certification** | *Sept 2025*

Experience

University Health Network (UHN) - Generative AI Researcher | *May 2025 - Present*

- Evaluated emerging state-of-the-art Large Language Models (LLMs), leveraging randomized search on high-performance models to identify optimal hyperparameters for clinical text summarization.
- Developed a Retrieval-Augmented Generation (RAG) system to dynamically provide the model with up-to-date, external information, enhancing the quality of its responses.
- Developed Python scripts to automate LLM output analysis using an agentic evaluation framework, establishing a 10-point scalable method for objective performance measurement.
- Used prompt engineering techniques from research papers to create and fine-tune a sophisticated prompt that works for Llama, GPT, Qwen3, and Gemma LLMs that clinicians use to summarize complex clinical notes into four key categories, achieving over 80% accuracy in agentic evaluation.

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

- Established and directed an IT support business, delivering comprehensive solutions that reduced system downtime by 20% and cut ticket resolution times by 25% for a diverse client base, including small businesses and corporate partners.
- Architected and deployed robust network solutions for clients, managing servers, routers, switches, and mesh Wi-Fi systems to resolve connectivity issues and optimize performance for over 50+ unique client environments.
- Served as the lead technical expert for a wide range of technologies, including domain management, cloud solutions, and cross-platform OS support (Windows, macOS, iOS, Android), building a reputation that led to repeat business and subcontracting opportunities across the Greater Toronto Area.

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.

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 viewing by upper management.
- 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 deployed a high-density Wi-Fi network of 18 access points across a large warehouse, eliminating coverage dead zones and ensuring reliable connectivity for 50+ critical operational tablets.
- Utilized Power BI to present a data-driven site analysis, empowering the client to select an optimal network solution that balanced performance, cost, and deployment timelines.

Client Software Onboarding & Integration Projects - TechSOS, Markham, ON

- Spearheaded the end-to-end software onboarding process for multiple corporate clients, focusing on seamless system integration and maximizing user adoption.
- Developed and delivered customized training materials, including step-by-step guides and hands-on workshops, to help users with varying technical skills quickly become proficient with new software suites.

Capstone Project – YFS Wellness App: iOS & Android Development - York University, Toronto, ON

- 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.