Tasnimul Farabe, BSc in Computer Science.

(204)-698-1789 | tasnimulfarabe@gmail.com | Winnipeg, Canada, R3B 2W2 |
https://www.linkedin.com/in/tasnimul-farabe-7b8100226

SUMMARY OF QUALIFICATIONS AND KEY SKILLS

- Computer Science professional with 3 (three) years of hands-on experience in the industry and 4 (four) years in academia specializing in software development, database management, and system analysis.
- Proficient in programming languages such as Java Script, Assembly language, Java, C++, and SQL, with a strong understanding of object-oriented programming principles.
- Experienced in designing and developing web applications, utilizing frameworks such as Django and Flask, and front-end technologies like HTML, CSS, and JavaScript.
- Skilled in database management systems, including MySQL and MongoDB, with expertise in designing and optimizing database structures.
- Knowledgeable in cloud computing platforms such as AWS and Azure, including services like EC2, S3, and RDS.
- Familiar with agile development methodologies, including Scrum and Kanban, and proficient in using collaboration tools like Git and JIRA.
- Strong analytical and problem-solving skills, with the ability to troubleshoot and debug complex software applications.
- Experienced in conducting software testing and implementing quality assurance practices to ensure the delivery of high-quality software products.
- Excellent communication and interpersonal skills, with a proven ability to collaborate effectively in cross-functional teams.
- Proficient in using project management tools such as Microsoft Project and Atlassian Confluence to plan and track project progress.
- Familiar with software development life cycle (SDLC) processes, including requirements gathering, design, development, testing, and deployment.
- Continuously updating knowledge in the field of computer science through self-learning and staying updated with the latest industry trends.
- Committed to delivering projects on time and within budget, while ensuring adherence to coding standards and best practices.
- Proactive problem solver with strong attention to detail and the ability to handle multiple tasks and deadlines.
- Demonstrated ability to quickly learn new technologies and adapt to changing project requirements.
- Bachelor's degree in Applied computer science from an accredited institution.
- Highly motivated and passionate about leveraging technology to solve real-world problems.
- Committed to professional growth and pursuing certifications in relevant areas of expertise.
- Strong ethical standards and a commitment to maintaining confidentiality and data security.

WORK EXPERIENCE

Technical Support Representative | Concentrix (Dell technologies, LG electronics), Winnipeg, Canada April 2023 to Present

- Provide technical support to customers via phone, email, and chat, resolving technical issues related to software applications, hardware devices, and network connectivity.
- Accurately diagnose and troubleshoot customer problems, guiding them through step-by-step solutions and documenting the details of each interaction in the customer support system.
- Assist customers with software installations, updates, and configurations, ensuring compatibility and optimal performance.
- Escalate complex technical issues to higher-level support teams and follow up with customers to ensure timely resolution and customer satisfaction.
- Maintain a thorough understanding of company products, services, and processes, staying updated on new releases and features to effectively address customer inquiries.
- Collaborate with cross-functional teams, including developers and engineers, to resolve technical issues and provide feedback for product improvement.

- Adhere to service level agreements (SLAs) and performance metrics, consistently meeting or exceeding targets for customer satisfaction and issue resolution.
- Provide proactive support by identifying trends and patterns in customer issues and suggesting improvements to knowledge base articles and support documentation.
- Assist with training new technical support representatives, sharing best practices and providing guidance on effective troubleshooting techniques.
- Handle customer escalations with professionalism and empathy, ensuring effective communication and swift resolution of their concerns.
- Continuously enhance technical skills and knowledge through ongoing training and self-study to stay current with evolving technologies and industry trends.
- Utilize remote access tools and diagnostic utilities to remotely troubleshoot and resolve customer issues, minimizing the need for on-site support.
- Maintain a positive and customer-centric approach in all interactions, actively listening to customer concerns and striving to exceed their expectations.
- Provide feedback to product development teams on customer-reported issues, helping to drive improvements and enhance the user experience.
- Adhere to company policies and procedures, including data security and confidentiality guidelines, in handling customer information and technical support activities.

Project Design | Software Requirements Analysis and Design January 2022 to April 2022

Key activities in Systems Analysis and Design include:

- Requirements Gathering: This involves gathering information from stakeholders, including users, managers, and subject matter experts, to understand their needs and objectives for the system.
- Feasibility Study: Assessing the feasibility of implementing the proposed system, considering factors such as technical, economic, and operational feasibility. This helps determine if the project should proceed.
- System Analysis: Analyzing the gathered requirements and identifying the functional and non-functional requirements of the system. This step involves modeling the current system, defining the problem domain, and documenting the requirements.
- System Design: Creating a design for the proposed system based on the requirements. This includes designing the system architecture, user interfaces, databases, and integration with other systems. Design techniques such as data flow diagrams, entity-relationship diagrams, and use case diagrams are commonly used.
- Prototyping: Developing prototypes or mock-ups of the system to validate the design and gather feedback from users and stakeholders. Prototyping helps refine the design and ensure it meets user expectations.
- System Implementation: Translating the design into a working system by coding, configuring, and integrating various software components. This includes developing software modules, setting up databases, and configuring hardware and network infrastructure.
- System Testing: Conducting various testing activities to ensure the system functions correctly and meets the specified requirements. This includes unit testing, integration testing, system testing, and user acceptance testing.
- System Deployment: Installing and deploying the developed system in the production environment. This involves migrating data, training users, and ensuring the system is stable and ready for use.
- System Maintenance: Providing ongoing support, bug fixes, and enhancements to the system after it is deployed. This includes monitoring system performance, addressing user feedback, and making necessary updates as new requirements emerge.

EDUCATION & CERTIFICATIONS

University of Winnipeg	**BSc. in Applied Computer Science**	**Manitoba, Canada**	**2023**
University of Manitoba	**U1 (BSc. in Applied Computer Science)**	**Manitoba, Canada**	**2023**

University of Cambridge	**A'levels**	**London, United Kingdom**	**2016**
University of Cambridge	**O'levels**	**London, United Kingdom**	**2014**

RELEVANT ACADEMIC COURSES

- Data structure and algorithm
- Software Project Management
- Systems Analysis and Design
- Internet programming
- Design pattern and software architecture