

Tasnimul Farabe, BSc in Computer Science.

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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 and .
- Experienced in designing and developing web applications, utilizing frameworks such as Laravel , and front-end languages 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.

Projects (All links are on my website)

- **Design Pattern using:** Strategy, Observer, Composite, State, Command, Decorator, Adapter, Façade, Factory, Singleton, Template Method (all the projects are written with Java)
- **Data structure & algorithm using:** Java basics/review, object-oriented design, arrays, linked lists, Big-O notation, recursion, stacks, queues, deques, array lists, positional lists, iterators, trees, binary trees, priority queues, heaps, maps, hash tables, sorting, graphs (all the projects are written with Java)
- **My portfolio website:** HTML, JavaScript, C++, PHP, Bootstrap

WORK EXPERIENCE

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

- Provide technical support via phone, email, and chat, troubleshooting software, hardware, and network issues.
 - Create work orders to send on-site technicians for part replacements when necessary.
 - Diagnose, guide, and document solutions while escalating complex cases.
 - Assist with installations, updates, and configurations.
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- Collaborate with teams to resolve issues and offer feedback for product improvements.
- Maintain product knowledge, meet performance metrics, and suggest documentation improvements.
- Handle escalations, train new reps, and continuously update technical skills.
- Ensure adherence to data security and policies.

Project Design | Software Requirements Analysis and Design

January 2022 to April 2022

- Systems Analysis & Design: Knowledge of SDLC, iterative development, and core processes.
- System Requirements: Expertise in defining, modeling, and gathering information using diagrams and workflows.
- Use Case Analysis: Proficient in use cases, event decomposition, and CRUD techniques.
- Domain Modeling: Skilled in entity-relationship and domain-model class diagrams.
- Advanced Requirements: Experience with system sequence and state machine diagrams.
- Object-Oriented Design: Architectural design, design principles, class diagrams, and CRC cards.
- Advanced OO Concepts: Familiar with three-layer design, design patterns, and communication diagrams.

EDUCATION & CERTIFICATIONS

University of Winnipeg

**BSc. in Applied
Computer Science**

Manitoba, Canada

2021-2024

RELEVANT ACADEMIC COURSES

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