

FERIEL MAAMER

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Summary

As a motivated software engineering student, I am eager to leverage my technical skills and passion for software development to contribute to a dynamic and innovative team. With a solid foundation in programming languages, including Java, Python, and C#, I am well-equipped to take on new challenges and develop efficient and effective software solutions. Additionally, my coursework in agile software development has prepared me for real-world projects and collaboration with cross-functional teams. I am excited to further enhance my skills and gain practical experience in a challenging and supportive environment.

Skills

- Strong understanding of Data Structures and Algorithms
- Proficient in React.js, Node.js, Express.js, ASP.Net MVC, DOM, SSL, C#, Java, Python
- Excellent communication and prioritization skills developed through working on group projects in school.
- Technical troubleshooting skills used to resolve challenging technical issues rapidly and cost-effectively.
- Strong work ethics through working on side projects at school and learning new tools on my own.

Education

Computer programming and analysis - George Brown College, Toronto, ON

Sep 2021 - now

Academic Coursework:

- Data Structures and Algorithms
- Object-Oriented Programming (OOP) in Java, Python and C#
- Database Management: MySQL, Oracle, Mongo DB
- Web Application Development using .Net and C#.
- Agile Software Development
- MERN stack (ReactJs , Nodejs , Express, Mongo DB)
- Data Science and Machine Learning
- Software Testing and Quality Assurance
- Cybersecurity and Ethical Hacking

Prominent Academic Projects:

Brilliant Dentistry Capstone Project - Ongoing

- As a member of a development team consisting of 5 individuals, I contributed to the creation of a web application for a **client** in the dental industry, named Brilliant Dentistry.
- Actively participated in building the frontend with **React** and the backend with **Flask** which employed a **RESTful API** approach for communication. and linking the application to a **MySQL** database for efficient data storage and retrieval
- Through this project, I gained valuable experience in collaborative software development, utilizing **agile methodologies** to ensure effective teamwork, communication, and task delegation.

Employment Management Application

- As an individual project, I developed a **full-stack** web application that includes **user authentication** and **CRUD operations** that was deployed to **Heroku**.
- The project was built using the **MERN stack**, a popular full-stack web development framework that includes MongoDB, Express, React, and Node.js. The communication between the frontend and backend was facilitated by **RESTful APIs**, allowing for efficient data transfer and manipulation.

Dean's List

Prominent Coursework:

- Web Development using HTML, CSS, Javascript
- Operating Systems and Computer Networks

Bachelor of Science: Biology - Faculty of Sciences of Tunis- Tunis, Tunisia
Jun 2016

Sep 2013 -

Professional Experience

Bilingual (Eng & Fr) IT service representative - Blakes, Cassels & Graydon LLP, Toronto, ON
Dec, 2022

Apr, 2019 -

- Taught 100+ employees how to use new software (e.g. VPN during work-from-home transition) and hardware who were able to use them without requesting further assistance
- Diagnosed clients issues rapidly in a high-volume 24x7 technical call center (40 issues per day), resolving 50% above average client issues compared to other IT technicians on the team

Bilingual Help Desk Technician - Pizza Pizza, Toronto, ON
Feb, 2019

Nov, 2018 -

- Managed and monitored the network of more than 600 stores across Canada. Communicated with store managers whenever there's something suspicious/wrong with their store's network, and worked with them to resolve the issues (e.g. online order system availability issues). Successfully fixed all non-critical issues in less than 30 minutes.
- Assisted non-technical personnel with POS system malfunctions, remotely accessing it and fixing its failures. Successfully fixed all non-critical issues reported to me in less than 15 minutes
- Escalated critical issues (website bugs, device failures) to networking/development teams

Bilingual Help Desk Technician - Expertech Network Installation (Bell subsidiary), Toronto, ON
2018

Apr, 2017 - Nov,

- Led software training sessions to groups of 20 Bell technicians who were able to use the new tools efficiently after the training sessions and reported 5/5 rating in the surveys.
- Conducted hardware repairs (e.g. screen crashes, water damage) and installed software apps and systems
- Researched and resolved complex technical problems independently (e.g. using new application, AirWatch) and documented usage instructions