Hamed Haghani
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WORK EXPERIENCE

Technical support /Customer Service Representative | Loblaw Company | 2022 – Present
- Coordinated with team members to support customers, answer inquiries, and resolve complaints in a fast-paced environment to maintain high customer satisfaction.
- Excellent soft skills and technical support to assist customers with their inquiries.

Mobihelp Tutor | George Brown College | 2024 - Present
- Helped students improve their understanding of Java, Python, and web development fundamentals through one-on-one and small group tutoring sessions
- Assisting students with coding assignments and course concepts

Software Developer Intern | DAY Insurance| 2020 - 2021
- Assisted in developing secure web and mobile applications for insurance claims and health benefits.
- Worked with senior developers to understand healthcare system requirements and data privacy standards and assisted integrating third-party billing APIs to improve claims processing workflows.

EDUCATION

- Advanced Diploma in Computer Programming and Analysis, GPA 3.7/4
(George Brown College, Toronto, ON — 2022–2025)
- Bachelor of Engineering

PROJECTS

Workforce Management Capstone Project| George Brown College | March 2025
- Designed a microservices-based Workforce Management System using Spring Boot, React.js, Docker, and PostgreSQL
- Delivered a scalable solution deployable via Docker Compose with seamless service orchestration.

Grocery Shopping App (iOS) | March 2025
- Built an iOS app using Swift, Swift UI, and Core Data to manage product listings, user carts, and order summaries.
- Designed a dynamic UI with a featured products section, category filtering, and splash screen using Apple Human Interface Guidelines.

SKILLS

- **Languages**: JavaScript, Java, Python, Swift
- **Frameworks & Libraries**: React.js, Spring Boot, Express.js, Node.js, React Native
- **Databases**: PostgreSQL, MySQL, MongoDB, Core Data (iOS)
- **Cloud Platforms:** AWS (Amazon Web Services), Microsoft Azure
- **DevOps & Tools / APIs**: Docker, Kubernetes, Postman, Jenkins, REST APIs, GraphQL, WebSocket

CERTIFICATES

- Microsoft Azure Fundamentals (AZ-900) Cert Perp by Microsoft Press
- Learning Docker (LinkedIn)
- Practical GitHub Actions (LinkedIn)