

Hamza Bashir

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EDUCATION

• University of Florida

Orlando, FL

Bachelor of Science in Computer Science

August 2023 – May 2027

- Coursework: Data Structures and Algorithms, Discrete Structures, Programming Fundamentals I, Programming Fundamentals II, Linear Computational Algebra, Foundations of A.I

EXPERIENCE

• Software Analyst

October 2024 – Present

Epos Now

Orlando, FL

- Resolve 10+ defects per month by analyzing and replicating bugs with SQL, isolating critical code areas using GitLab, and providing developers with targeted insights.
- Contribute to aligning all departments on recent defects, providing documentation on changes to affected departments
- Accelerated defect resolution turnaround time by standardizing bug reporting across first and second line response teams
- Contributed to system stability, taking part in incident reporting leading to a growth of customer NPS

• Second-Line Software Agent

March 2024 – September 2024

Epos Now

Orlando, FL

- Boosted first-line support KPI performance in specific metrics compared to the year prior by 15%, through targeted training, tool development, and new IT agent on-boarding for the North American region.
- Improved average second-line case resolution duration to 24-hours, through advanced troubleshooting in collaboration with escalation teams, resolving complex software issues.
- Reduced case re-open rate by investigating and resolving first-line support issues or escalating detailed bug reports to improve workflow efficiency.

• IT Support Specialist

September 2023 – February 2024

Epos Now

Orlando, FL

- Configured technical setups for a global client base, including device IP and LAN network setups to initialize printers and POS devices, ensuring reliability.
- Managed SaaS customization and data imports of 60,000+ data points for client on-boarding, ensuring smooth integration and setup.
- Resolved and educated on customer reported issues with our POS hardware and reporting software

PROJECTS

• BorderDollar Transaction Simulator | *JavaScript, Solidity, Truffle, Web3.js*

- Simulated stablecoin transactions for cross-border payments, providing insights into currency stability and transaction efficiency.
- Implemented stablecoin functions (minting, transferring, burning) with Solidity; integrated real-time exchange rates using web scraping with JavaScript.
- Tested and managed contracts using Truffle and Web3.js; simulated blockchain transactions with Ganache CLI.

• Product Menu Import tool | *Python, PyGUI*

- EposNow support agents struggled with the limitations our legacy bulk import tool, to upload customer products and menu via csv, as files with over 4,000 products would have to be split manually and be re-uploaded
- Using PyGui as the graphic interface, and Python for scripting, my tool allowed agents to drag and drop their larger csv file uploads, for it to read the file in intervals of 4,000 rows and write accordingly in new split files with the correct header being used, all done automatically
- In the end it allowed agents to simply upload the new split files directly to the legacy tool

TECHNICAL SKILLS

- **Languages:** Java, Python, C, C++, SQL, JavaScript, Solidity
- **Frameworks:** STL, Node.js, Ray, Pytorch
- **Tools:** Git, Docker, VS Code, IntelliJ, Gitlab, Jira