

Jamal Jowdeh

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Education

Illinois Institute of Technology, **Chicago, IL**
Bachelor's of Science in Computer Science with a concentration on Fullstack Development Aug 2021 - May 2025
Dean's List, Heald Scholar, STEM+ Scholar

Technical Skills

Languages: Python, Java, C, C++, SQL, JavaScript, HTML, CSS, Racket, Assembly x86
Frameworks & Libraries: React.js, Node.js, Chart.js, MySQL, MongoDB, PostgreSQL, Firebase
Cloud & DevOps: Git, Docker, AWS (EC2, S3), Google Cloud, Chameleon Cloud, VS Code, Vim, GDB
Concepts: Object-Oriented Programming, Data Structures & Algorithms, Debugging, Unit Testing, Agile, UI/UX Design
Data & AI Technologies: Pandas, NumPy, Scapy, PyShark, matplotlib, Seaborn, R (stats, dplyr, stringr)
Spoken Languages: English (fluent), Arabic (fluent), Spanish (conversational)

Professional Experience

Information Technology Support Specialist **Plainfield, IL**
Alshaheen Perfume Sep 2023 - Jan 2025

- Developed and deployed Python and PowerShell automation scripts that reduced helpdesk resolution time by 35% and eliminated over 50% of manual tasks.
- Maintained mission-critical backend logic for e-commerce operations, improving uptime to 99.99% and ensuring seamless order processing.
- Collaborated with web developers to optimize site performance and integrate customer feedback features, improving engagement metrics.
- Engineered MySQL automation routines for real-time inventory syncing, eliminating discrepancies and reducing stockout incidents by 70%.

Advanced Repair Agent **Chicago, IL**
Best Buy Inc. Aug 2024 - Present

- Engineered diagnostic automation tools using shell and batch scripting, improving OS deployment efficiency by 60% across multiple endpoints.
- Led forensic troubleshooting and remediation of complex hardware/software/network incidents across Windows, macOS, and Linux systems.

Teaching Assistant-Algorithms & Data Structures **Chicago, IL**
Illinois Institute Of Technology Aug 2022 - Dec 2022

- Co-led 40+ students through Java-based OOP, recursive algorithms, and data structure design.
- Advised and reviewed student software projects, emphasizing modular architecture and algorithmic efficiency.

Teaching Assistant-Object Oriented Programming **Chicago, IL**
Illinois Institute Of Technology Aug 2021 - Dec 2021

- Instructed foundational programming logic in Python, including recursion, object modeling, and inheritance.
- Led weekly labs and guided students through end-to-end app development using MVC design patterns.

Capstone Projects & Extracurricular Experience

Team Lead & Backend Developer **Chicago, IL**
Real Estate Marketplace Platform Sep 2024 - Jan 2025

- Created a multi-role real estate listing platform using Java, SQL, and JS for listings, reviews, and messaging.
- Using a real-world use case with buyer, seller, and admin workflows.

AI Systems Developer **Chicago, IL**
AI U.S. RoadTrip Planner Mar 2023 - May 2023

- Developed a CSP-based Python tool using CSV inputs to simulate U.S. road trip planning.
- Optimized routes by region and park requirements using backtracking search.

AI Game Engineer **Chicago, IL**
AI Powered Tic Tac Toe Oct 2021 - Jan 2022

- Built a Minimax-based AI player in Python for strategic gameplay simulations.
- Designed modular components for turn-handling, evaluation, and replay logic.