

Houssein Kharroubi

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EDUCATION

Western Governors University

B.S. Software Development

Salt Lake City, UT

2023

Concordia University

B.Eng. Software Engineering

Montreal, QC

2018

John Abbott College

Diploma of College Studies in Sciences (200.B0)

Montreal, QC

2015

WORK EXPERIENCE

Arisoft

Information Technology Help Desk Analyst

Montreal, QC

2021

- Leveraged a combination of test scripts, personal expertise, and probing questions to diagnose and evaluate user problems, resulting in a high rate of successful issue resolution.
- Actively participated in weekly team meetings to enhance product and service knowledge, share best practices, and collaborate on issue resolution strategies, resulting in an increased ability to resolve technical issues.

Telus Business

Business Help Desk Specialist

Montreal, QC

2020

- Determined the nature of requests through active listening, asking probing questions and using multiple computer applications.

CERTIFICATIONS & TECHNICAL SKILLS

- **Certifications:** AWS certified cloud practitioner (CLF-C01), Oracle certified associate Java SE 8 (1Z0-808), Axelos ITILv4® foundational, CompTIA A+ (220-1101 & 220-1102)
- **Programming Language:** Java, JavaScript, C++, SQL
- **Frameworks & Developer Tools:** Spring Boot, React, Git, AWS, Docker, Postman

PROJECTS

Android Term Tracker Application (Capstone Project) | Java, SQLite, Android Room

2023

- Developed a term tracker android application to help students stay on track with the academic schedules.
- Performed rigorous and comprehensive testing, including unit testing, integration testing, and UI testing, to verify the functionality and reliability of the application.

React RecipeBook Application | Java, SQLite, Android Room

2023

- Developed a recipe application in React to store user's recipes and calculate servings.
- Utilized a Macronutrient API to calculate nutrition for stored recipes

SOFT SKILLS

- Problem Solver, Communication, Time management, Self-motivation