

Karim Barhmed

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EDUCATION

Western Governors University

B.S. Software Engineering

Now

College Gerald-Godin

Diploma of College Studies in Sciences

2015

WORK EXPERIENCE

Air Canada

Customer representative

Montreal, QC

2020-Now

- Thrived in a high-stress work environment commonly associated with the airline industry, maintaining composure during peak periods and challenging situations.
- Demonstrated exceptional customer service skills in handling inquiries, resolving issues, and ensuring overall customer satisfaction.
- Proven ability to analyze and resolve customer issues promptly, showcasing strong problem-solving skills.
- Managed a high volume of customer inquiries simultaneously, demonstrating strong multitasking abilities.

Iristel

Technical Support representative (Tier 3)

Montreal, QC

2017-2020

- Translated customer-reported problems into technical solutions, a skill valuable for identifying and fixing software-related issues.
- Assisted in the training of new technical support staff, showcasing the ability to convey technical concepts effectively.

CERTIFICATIONS & TECHNICAL SKILLS

- **Certifications:** Google IT Support
- **Programming Language:** Java, JavaScript/TypeScript, HTML/CSS, SQL, Git
- **Frameworks & Developer Tools:** Spring Boot, React, AWS, Docker, Postman

PROJECTS

Student Scheduler Application (Capstone Project) | Java, SQLite, Android Room

2023

- Developed a comprehensive bank system management application enabling users to seamlessly perform essential banking functions including account registration, login authentication, deposits, and withdrawals and more.
- Performed rigorous and comprehensive testing, including unit testing, integration testing, and UI testing, to verify the functionality and reliability of the application.

SOFT SKILLS

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