Kazi Mostofa Sakin

4th-year Computer Science student with hands-on experience in full-stack development, automation, and machine learning

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WORK EXPERIENCE

Manager – Customer Escalation Team
May — July 2025
IO Solutions, Fredericton, NB

- Managed 5-10 daily escalations for Rogers/Fido covering network, billing, and device issues, resolving 90% on first contact
- Coached agents on escalation protocols and effective communication, boosting team efficiency
- Analyzed telecom datasets with 1,000+ records to identify fault patterns, improving resolution strategies

Customer Care Specialist
May 2023 — Apr 2025
IO Solutions, Fredericton, NB

- Supported 20+ daily customer inquiries, delivering resolutions with empathetic communication
- Achieved highest sales performance in the team for two consecutive periods

MAJOR PROJECTS

Wildfire Detection System
Java · JavaFX · JUnit

- Created 16×16 map UI to visualize weather metrics using JavaFX with lat/lon grid
- Implemented buffered Data Loader with linear filtering and Time Slider for 24-hour forecasts

SMS Spam Classifier
Python · Pandas · Docker · Flask

- Developed SMS classifier for 11,000+ messages using regex preprocessing, achieving F1-score of 0.94
- Deployed containerized web app using Docker and Render.com with responsive frontend

Case Management System
Next.js · OpenAI API · PostgreSQL

- Built automated system using OpenAI API to categorize user problems with real-time status updates
- Designed real-time Case Statistics Dashboard visualizing cases with 5 category breakdowns

LEADERSHIP & VOLUNTEERING

Web Developer · ROBOFLIGHT
Dec 2023 — Dec 2024

- Redeveloped platform with Next.js using React components and server-side rendering with 5+ API endpoints

Webmaster · Bangladesh Student Society UNB
Dec 2023 — Oct 2024

- Developed secure voting system with PHP/MySQL, enabling 100+ members to vote with 2FA validation

SKILLS

Languages
Java, JavaScript, Python, C, PHP, SQL

Frameworks
React, Node.js, Next.js, Flask, Django, FastAPI

Cloud & DevOps
Docker, Jenkins, Git, GitHub, Render, Vercel, Linux CLI

Testing
Selenium WebDriver, TestNG, JUnit

Tools
VS Code, Maven, Jira, Figma

Design
Figma, Adobe XD, Photoshop, Illustrator, Premiere Pro

EDUCATION

University of New Brunswick
Bachelor of Computer Science
Jan 2023 – Dec 2026
Fredericton, NB

CERTIFICATIONS

R Programming Boot Camp
Bangladesh University of Professional Economics Club, 2023

Advanced WordPress Development
Softech-IT, 2018

SOFT SKILLS

Strong attention to detail, quick learner, analytical thinking, effective communication, proactive problem-solving