

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 16x16 map UI to visualize weather metrics using JavaFX with lat/long 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