Khaled Zaza

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EDUCATION

Bachelor of Science, Computer Science May 2024
San Jose State University, San Jose, CA

- GPA: 3.8/4.0
- Relevant Coursework: Data Structures and Algorithms, Programming in Python, Advanced C++, Programming in Java, Assembly Language, Computer Architecture, Discrete Math, Calculus, Information Security, Operating Systems, Theory of Computation, Programming Paradigms.

SKILLS

Python, C++, Java, HTML, CSS, Flask, Bootstrap, Pandas, Debugging, OOP, Algorithms, Data Structure, GitHub, Git, SQL, APIs, Jira, Salesforce, macOS, Windows, Linux, Networking, MS Office Suite, Leadership, Accounting.
Languages: English, Arabic

PROFESSIONAL EXPERIENCE

Software Engineer - Technical Support Intern, BlackBerry, Mountain View, CA Jan 2023 - Present

- Design and develop an **AI** powered internal tool using **CI/CD** methodologies to improve customer interactions.
- Implement **RESTful APIs** for database systems using **Python** to connect **front-end** to **back-end** system.
- Work with **SQL** to maintain and update the content and structure of the BlackBerry **database**.
- Enhance support efficiency by creating software tools for **automating** and streamlining support processes.
- Gather metrics and performing statistical **analysis** to identify trends and areas for improvement in customer support.
- Provide high-quality customer support with resolutions that meet or exceed Service Level Agreement (SLA) targets.

Software Engineer Intern, Spartan Racing, SJSU Formula SAE, San Jose, CA Oct 2022 - Present

- Develop **Python** tools to **scrape** websites, reducing data collection time by more than **%2,000**.
- Optimize **simulations** using MATLAB (Simulink) to analyze and optimize vehicle performance.
- Build launch control systems to improve lap times during competitions using **C language**.
- **Analyze** data from previous competitions to identify areas for improvement and develop strategies to optimize performance.
- Design **flowcharts** to clearly communicate complex logic within the software system to **team** members.

Data Science Researcher, San Jose State University, San Jose, CA Jun 2022 - Sep 2022

- **Extracted** data from multiple sources and performed statistical analysis to identify trends and extract insights.
- Developed automation programs in **Python** that reduced data processing time by more than **%1,000**.
- **Researched** and analyzed industry trends and published articles to identify problems.
- Utilized statistical analysis and machine learning techniques to identify **patterns** and trends in data sets.
- Created visually appealing and interactive **data visualizations** using tools such as **NumPy** and **Plotly**.

IT Intern, CompTechS (De Anza College), Cupertino, CA Oct 2021 - Nov 2021

- **Troubleshoot** hardware and software issues, using tools such **command prompt** to diagnose and resolve problems.
- Developed and maintained IT system documentation, including user guides and technical manuals.
- Worked with team members to identify and resolve technical issues in a timely and efficient manner.

PROJECT EXPERIENCE

Indexify Application, SJSU Oct 2022

- Skills used: Java, JavaFX, SceneBuilder, GitHub, OOD, IntelliJ.
- Created a flexible and user-friendly Desktop application for digital index card manager to help students with studying.
- Supporting multiuser with encrypted passwords for security.

Stock Watch, Personal Jan 2022

- Skills used: Python, requests, Twilio, PythonAnywhere, GitHub, HTML.
- A web application allows users to pick favorite stocks and sends SMS notifications based on percentage changes of favorite stocks, including most recent news about stocks.

Car Braking System, Engineering course Sep 2020

- Skills used: C++, Robotics, Arduino, RC assembly, Electrical Engineering.
- Created a car braking system to enhance driving quality and reduce amount of rear-end accidents.
- Constructed a code for brake pattern and speed to identify braking frequency.