

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, 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

- Develop software tools to automate and streamline support processes.
- Enhance FAQs and other easy-to-access information resources to reduce incoming cases.
- Gather metrics and performing statistical analysis to identify trends and areas for improvement in customer support.
- Work with SQL to maintain and update the content and structure of the BlackBerry database.
- 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

- Design simulations using MATLAB (Simulink) to analyze and optimize vehicle performance.
- Develop Python tools to scrape websites, reducing data collection time by more than %2,000.
- Develop launch control systems to improve lap times during competitions.
- 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

- Developed automation programs in Python that reduced data processing time by more than %1,000.
- Extracted data from multiple sources and performed statistical analysis to identify trends and extract insights.
- 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 Python.

IT Intern, CompTechS (De Anza College), Cupertino, CA

Sep 2021 - Dec 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.