Abdul Mazed

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SUMMARY

- Future Computer Programming Diploma graduate, offering strong skills in programming concepts in both front-end and back-end, through multiple software and platforms.
- Experienced in object-oriented programming; Developing, testing, and debugging code;
- Persistent drive for self-development, learning new languages, technologies, and design principles.

EDUCATION

Computer Programming   Aug 2021 - Present

Algonquin College, ON, Ottawa, Canada

- Dean's Honour List GPA 3.89 / 4.0 .
- Courses: Object-Oriented Programming (Java), Relational Database (SQL, Oracle PL/SQL), Operating Systems (Windows, Linux), Web Programming (HTML, CSS, JavaScript, PHP), Business Programming (COBOL), Mobile Graphical Interface (XML), Networking (TCP\IP), System Analysis and Design (Agile), OOP with Design Patterns.

Computer Technical Support   May 2016 – Aug 2018

Riyadh College Of Technology, Riyadh, Saudi Arabia

- First honor degree GPA 4.93 / 5.0 .
- Related Courses: Fundamentals of Computer Programming (Java), Ethics and communication Skills, Operating Systems (Windows Server, Linux), Networking (TCP\IP, Routing & Switching).

PROJECTS

Recipes App: An Android app to search for different meals recipes based on Cuisines, with search, detailed recipe, and favorites function. I've developed this app with a team of 3 using our skills in Java, SQLite and what we've learned in Mobile Dev course. We used MealDB API for the recipes. (See my GitHub for source code)

Rock Paper Scissor: Text-based game with winning counter using object-oriented programming, Java, Git. The user chooses one of three options and it's compared to a random choice by the code to determine the winner.

PHP-MySQL CRUD Application: Created a simple web application containing multiple pages corresponding to CRUD operations. I've used my skills in HTML, JavaScript, PHP, MySQL, and CSS to accomplish this project.

Personal Website: A basic portfolio website using HTML, CSS, and JavaScript. It's responsive and flexible based on the screen size.

Instagram Comments script: Python script to automate commenting on a post every set minute, using Selenium web driver and OOP.

WORK EXPERIENCE

Programmer – Student co-op placement   Sep.2022 – Dec 2022

Canada Food Inspection Agency | Ottawa, ON

- Develop business solutions using a variety of commercial off the shelf (CotS) products.
- Troubleshoot, identify, and correct bugs within supported applications.
- Learn and develop using ASP.NET, PL/SQL, MS Dynamics, Git.
- Participate in technical solution development planning and execution.

Customer Service Representative   Aug.2016 – Aug.2021

Abeer Al-Riyadh Recruitment office | Riyadh, Saudi Arabia

- Conducted one-to-one sessions with new clients to identify customers' needs and to provide advice and guidance regarding the services available.
- Successfully lead a team of four to finish a customer survey and information gathering project for three-month, resulting in new strategies for providing better services.
- Developed and trained 7 new customer service representatives (40% of the staff) on the proper handling of customer inquiries and the daily tasks.
- Resolved technical issues with customer service representatives, technical staff, and management.

Technical Support Specialist   Sep.2020 – Jan.2021

Al-Rabee and Al-Saif Co. | Riyadh, Saudi Arabia

- Supported the technical needs of 47 clients (company employees) with an average of 10 calls per day.
- Performed Technical Documentation for troubleshooting sessions, such as application crash, network connectivity failure, resolving printer problems, and fixing driver issues.
- Used remote desktop tools to support clients in remote workspaces.
- Fully prepared workstations by installing PCs and printers and connecting them to the network.
- Improved equipment maintenance such as PCs and printers by 5%, by implementing settings and procedures recommended by the manufacturer and training some of the employees, which resulted in a reduction of the monthly maintenance costs.

SKILLS AND QUALIFICATIONS

Programming Languages:

- Java (Junit, JavaFX, MVC, and Documentation).
- SQL, Oracle PL/SQL, SQLite.
- JavaScript, PHP, HTML & CSS, XML.
- Python (Scripting).
- Learning Reac.js, COBOL, XML, Android Dev, Kotlin.

Operating Systems: Windows 7, 10, 11, Linux (Ubuntu), Windows Server 2016.

Software Tools:

- **IDEs:** Eclipse, Android Studio, Visual Studio, IntelliJ, PyCharm, NetBeans IDE.
- **DBMS:** PostgreSQL, MS SQL Server, MySQL, Oracle, MS Access.
- VMWare, XAMPP, Wireshark, MS Office Suite**.**

Additional skills:

- The ability to work collaboratively within an agile team environment, and independently focusing on solo tasks.
- Ability to provide solutions based on the requirements given by supervisors and managers.
- Strong oral communication skills; experience with answering customers' inquiries and describing products and services.
- Strong written communication skills; experience in technical documentation as a technical support and writing professional emails.
- Can easily adapt to new environments and learn new technologies by practicing and researching.
- The ability to unitasking; by focusing on one task for best quality. And multitasking for quality and time efficiency.
- Languages: Fluent in English and Arabic, intermediate in Bangla.