MAHMUDUR REZA

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[LinkedIn](#) | [GitHub](#) | [Portfolio](#)

EDUCATION

University of Windsor	**Windsor, ON**
Master of Applied Computing	**Sep 2023 – Dec 2024**

Relevant Coursework: Advanced Algorithms, Software Engineering, Database Systems

United International University	**Dhaka, Bangladesh**
Bachelor of Computer Science & Engineering	**May 2016 – Oct 2020**

Awarded "Best Semester Project" for developing a web application

TECHNICAL SKILLS

Programming Languages: Python, R, C, Java, Javascript, Typescript, SQL, HTML, CSS
Framework: Django, NextJS
Libraries: ReactJS, NumPy, Pandas, Beautiful Soup
Database: MySQL, PostgreSQL, NoSQL
API: Rest API, GraphQL
Operating System: Linux, Windows
Tools: Git, Github, VS Code, Confluence, Tableau, Power BI, Microsoft Office

RELEVANT EXPERIENCE

Technical Associate (Full-time)	**Jun 2025 – Present**
Sutherland Global Services	**Windsor, Ontario**

- Troubleshoot and resolve diverse technical issues for customers using the company's digital platforms, achieving a high first-call resolution rate.
- Guide customers through software setup, configuration, and connectivity solutions, reducing repeat support tickets.
- Collaborate with product and engineering teams to escalate complex cases, contributing to faster issue resolution cycles.
- Document troubleshooting steps and solutions in the knowledge base to improve team efficiency.

Full Stack Developer (Remote Part-time)	**Jan 2025 – Present**
Q4E Institute	**Edmonton, Alberta**

- Designing and developing the institute's public-facing web platform with Next.js, Django and REST APIs, improving average page-load time by 35%.
- Collaborate with academic and marketing stakeholders to gather requirements, implement new features, and ensure WCAG-compliant accessibility.
- Provide operational support, deploy code via CI/CD pipelines, and document processes in Confluence.

Software Engineer (Full-time)   **Aug 2022 – Jul 2023**
Graaho Technologies   **Dhaka, Bangladesh**

- Enhanced a high-traffic food-delivery platform: performed root-cause analysis on API latency, optimized database queries, and implemented automated regression tests, boosting response speed by 25 % and uptime to 99.9 %.
- Served as API architect on a real-estate management system; collaborated with UX, QA and business teams to deliver secure, scalable services that increased digital sales conversions by 10 %.
- Practiced Agile Scrum—planned sprints, maintained JIRA boards, led daily stand-ups, and provided operational support post-deployment.

ACADEMIC & PERSONAL PROJECTS

Farm Tech (github) | University of Windsor, Windsor, ON   **Jan 2024**
Tech: Django, React, PostgreSQL, Machine Learning
Created a collaborative platform where landowners and farmers connect with each other to cultivate crops in rural lands

Brown Man Printing (github) | (URL)   **Mar 2024**
Tech: NextJS
Developed a dynamic e-commerce platform leveraging NextJS for Brown Man Printing, facilitating seamless online ordering and management of print services