

# Mohammed Amir

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## EDUCATION

### BASc Computer Engineering

Minor in Artificial Intelligence • University of Toronto • Toronto, ON • Graduation: June 2024 • 3.2 cGPA

- Coursework: Software Engineering, Computer Architecture, Operating Systems, Computer Networks, Algorithms and Data Structures, Software Communication and Design, Relational Databases, Intro to AI, Applied AI

## EXPERIENCE

### iOS Technical Support Advisor

Transcom WorldWide

July 2024 - December 2024, Toronto, ON

- Diagnosed and resolved complex Apple device issues, achieving a 92% resolution rate through systematic troubleshooting.
- Collaborated with cross-functional teams to document and escalate problems, maintaining a 97% customer satisfaction rate.
- Streamlined support workflows by developing detailed documentation, mirroring agile best practices for process optimization.

### Junior Software Developer

Human Endeavour

May 2022 - August 2023, Vaughan, ON

- Developed a full-stack assistive tablet app (Kotlin, Flask, Google Cloud APIs, MySQL) that enhanced accessibility for 400+ seniors and secured a \$500K government contract.
- Implemented RESTful APIs with Flask and integrated MongoDB for an AI-powered indoor tracking system (Python, C++, Arduino) for real-time IoT sensor data management with 95% accuracy and 30% faster response times.
- Created interactive dashboards using Flask, Bootstrap, and JavaScript for dynamic data visualization.

## PROJECT

### Software Engineer

Unboxing Engineering • [unboxingengineering-npsg.onrender.com/](https://unboxingengineering-npsg.onrender.com/) • September 2023 - April 2024

- Developed a full-stack interactive web application using React, Vite, PostgreSQL, JavaScript (Three.js), and Node.js, increasing user engagement by 50% through real-time animations and interactions.
- Designed backend services to manage dynamic educational content and application state, reducing API response times by 25%, ensuring smooth performance across 19+ interactive elements.
- Implemented CI/CD pipelines and automated testing with Git, reducing deployment failures by 30% and ensuring 99.8% application uptime.

### Frontend Developer & Project Manager

UofT Occasional Web Application • [occasional.onrender.com/](https://occasional.onrender.com/) • September 2023 - December 2023

- Built a dynamic calendar and dashboard using HTML, CSS, Bootstrap, JavaScript, Flask, and MongoDB, improving event scheduling by 50% and cutting navigation time by 35%.
- Integrated REST APIs for personalized dynamic content, improving site responsiveness and delivering on core features.
- Led a team of three frontend developers, coordinating Agile development and using Git and GitHub to reduce bug resolution time by 40%.

### Backend Developer

Text-Conferencing Application • January 2022 - April 2022

- Developed a Linux-based encrypted messaging application in C using TCP/IP protocols for secure multi-client communication.
- Implemented an ACK-based authentication system to boost security by 40%.
- Designed a multi-threaded server to support real-time messaging for 100+ users without latency issues.

### Developer & Communications Manager

Atlas Meets Computer • January 2022 - April 2022

- Created a large-scale GIS mapping system using C++ and the OpenStreetMaps API for real-time navigation across 12 major cities.
- Developed an interactive GTK-based UI for 25M+ mapped nodes, enhancing search and route-finding.
- Optimized pathfinding with Dijkstra's and A\* algorithms, reducing computation time by 40%, and integrated location-based filtering for enhanced accuracy.

## SKILLS

**Languages & Frameworks:** Python, JavaScript, TypeScript, Kotlin, C, C++, SQL, React.js, Flask, Node.js, Express.js, Three.js, Bootstrap

**Databases:** PostgreSQL, MySQL, MongoDB

**Cloud & DevOps:** Google Cloud, Azure, Docker, GitHub Actions, CI/CD

**Methodologies:** Agile/Scrum, TDD, CI/CD, Cloud-native, Microservices, OOD