

Nadia Akter

22 Harris park drive
Toronto, ON, M1L1K9
Cell: 437-422-1810

Email: nadia780akter@gmail.com

LinkedIn: <https://www.linkedin.com/in/nadia-akter-8692142a3>

PERSONAL PROFILE

I'm a recent graduate of the Advanced Diploma in Software Engineering Technology from Centennial College, combining strong technical skills with excellent customer service and communication abilities. Proficient in Java, C#, Kotlin, and Python, I've developed full-stack applications using React, Spring Boot, Node.js, MongoDB, MySQL, PostgreSQL, REST APIs, and Android (Kotlin), demonstrating adaptability and problem-solving in diverse technical environments.

With experience in database management, software testing, cloud deployment on AWS and Azure DevOps, and secure coding practices, I bring a well-rounded IT skill set. I'm also comfortable working in Unix/Linux environments, handling shell scripting, version control with Git, and CI/CD pipelines using Jenkins and Docker.

In customer-facing roles, I excel at clear communication, empathy, and resolving issues efficiently. I have handled high-volume transactions, managed client interactions, and trained team members, ensuring excellent service delivery and operational efficiency.

Fluent in English, Bengali, and Hindi, I am a proactive, detail-oriented professional who thrives in collaborative team settings. I am eager to leverage both my technical expertise and customer service skills to contribute effectively to IT support, technical roles, or client-focused positions.

SKILLS SUMMARY

- Programming Languages: Java · C# · Kotlin · Python
- Web Development: HTML · CSS · JavaScript · jQuery · React.js · Node.js
- Software Engineering & AI: AI Software Development · Agile Methodologies · Software Design · Requirements Engineering · UML · Software Project Management · Redefining Software Development Roles in the AI Era
- Database Management: SQL · MongoDB · Microsoft SQL Server · Oracle
- Mobile Development: Android Studio · Kotlin · Advanced UI/UX Design
- Software Testing: Test Automation · Quality Assurance · Software Testing Tools
- Networking & IT Support: Network Protocols · Socket Programming · Client-Server Applications · Network Administration · Technical Support · Help Desk Support · Troubleshooting · IT Service Desk Operations · CompTIA IT Fundamentals (FC0-U61)

- Cloud & DevOps: AWS (S3, DynamoDB) · CI/CD · Docker · Jenkins
- CRM & Office Administration: Customer Relationship Management (CRM) · Administrative Assistance · Office Administration · Administrative Processes · Microsoft Word · Microsoft Excel · Microsoft PowerPoint · Microsoft Teams · Google Chat · Jira
- Professional & Career Development: Career Path Planning · Problem Solving & Troubleshooting · Customer Service · Soft Skills · Data Science
- Core Competencies & Attributes: Organization · Multitasking · Communication · Interpersonal Skills · Attention to Detail · Teamwork · Dependability · Positive Attitude

SUMMARY OF QUALIFICATIONS

- Strong foundation in programming and software development with hands-on experience in **Java, Kotlin, Python, and C#**.
- Proficient in **Object-Oriented Programming (OOP)** with practical experience designing, coding, testing, and documenting robust software systems.
- Skilled in **Agile methodologies**, including sprint planning, iterative development, user story creation, and requirements engineering.
- Experienced in **frontend development** using **HTML, CSS, JavaScript**, and frameworks such as **React.js**, with responsive UI design.
- Built **full-stack applications** using **React, Spring Boot, Node.js, RESTful APIs**, and **Maven**; proficient in **Postman** for API testing.
- Integrated third-party APIs for authentication and data services in academic and group projects.
- Proficient in **database design and management** using **MongoDB, MySQL, PostgreSQL**; skilled in writing efficient queries and backend integration.
- Familiar with **DevOps tools** including **Jenkins** and **Git**; experienced with **Azure DevOps** for project tracking and team collaboration.
- Comfortable with IDEs like **Visual Studio Code, Eclipse, and Android Studio**.
- Developed **Android mobile apps** using **Kotlin**, focusing on **UI design, Firebase integration, and network handling**.
- Applied secure coding principles with **DVWA and XAMPP**, exploring real-world software vulnerabilities and **OWASP** guidelines.
- Completed coursework in **Data Structures, Algorithms, Statistics, and Linear Algebra**, strengthening problem-solving and analytical skills.
- Experienced in **software testing, debugging, and quality assurance**, ensuring reliable and maintainable code.
- Used data visualization tools such as **Matplotlib** and **Seaborn** for exploratory analysis in ML/data projects.
- Trained and deployed machine learning models using **TensorFlow.js** in a **React-Express full-stack app**.
- Familiar with build tools and package managers including **Yarn** and **npm**.
- Deployed cloud-based applications using **AWS** services such as **S3** and **DynamoDB**

- Delivered excellent customer service and operational efficiency in fast-paced environments, demonstrating strong multitasking, communication, and problem-solving skills
- Experienced with **Unix/Linux** environments, shell scripting, and command-line operations. 3
- Collaborative team player with excellent communication skills and experience working in multi-role development teams.
- Committed to software ethics, professional standards, and legal compliance in digital systems.
 - Forward-thinking and eager to explore innovative technologies and contribute to impactful, real-world solutions.
- Holds valid Ontario **G1 and G2 driver's licenses**.

EDUCATION

❖ Advanced Diploma in Software Engineering Technology Co-op

Centennial College, Toronto, Ontario, Canada.

GPA: 3.392 (Cumulative)

January, 2023 – April, 2025

Throughout my education at Centennial College, I developed a strong foundation in programming, web development, and software engineering principles. My coursework equipped me with the skills to build secure and reliable applications, apply data structures and algorithms effectively, and collaborate efficiently within Agile development environments.

Relevant Courses Completed:

I have completed the following courses: Programming 1, Software Engineering Fundamentals, Web Interface Design, Functions & Number Systems, Programming 2, Discrete Mathematics, College Communications 1 (ESL), Introduction to Database Concepts, Client-Side Web Development, Software Requirements Engineering, Unix/Linux Operating Systems, Advanced Database Concepts, Java Programming, Web Application Development, Software Systems Design, Advanced Business Communications, Programming 3, Software Testing & Quality Assurance, Linear Algebra & Statistics, Networking for Software Developers, Mobile Application Development, Data Structures and Algorithms, Software Development Project 1, Business & Entrepreneurship - SET, Enterprise Application Development, API Engineering & Cloud Computing, Software Security, Data Warehousing & Predictive Analytics, IT Project Management, Emerging Technologies, Software Project 2, Enterprise Systems Integration, DevOps Implementation, Employment Skills II, and ILP: Leadership/Contemporary Workplaces.

Key Achievements:

- Maintained a GPA of 3.39, demonstrating strong academic performance in software engineering.
- Built full-stack apps using React, Spring Boot, MySQL & Firebase
- Developed Android app for real-time doctor appointments
- Created games and desktop apps with Java, Unity, and WinForms

- Gained hands-on skills in REST APIs, cloud (AWS), and secure coding
- Experienced with Git, Postman, Jenkins, and Azure DevOps
- Applied Agile methods, UML modeling, and software documentation

❖ **High school diploma , IGCSE and GCE**

Bangladesh International School Dammam,SaudiArabia.

January, 2011 – August,2022

Completed High school , IGCSE and GCE with a focus on Mathematics, Physics, Chemistry, and Biology.

Key Achievements:

Physics (A*) Chemistry (A*) Biology (A*) Mathematics (A*)

CERTIFICATIONS

- **Building a Safe, Respectful, and Inclusive Workplace for Crew** – Hamburger University Online – March 21, 2024
- **Workplace Violence Prevention (Crew)** – Hamburger University Online – March 21, 2024
- **CompTIA IT Fundamentals (FC0-U61) Cert Prep 1:** Computer Basics, Hardware, and Operating Systems – LinkedIn – July 2025
- **Customer Service: Problem-Solving and Troubleshooting** – LinkedIn – July 2025
- **IT Help Desk for Beginners** – LinkedIn – July 2025
- **IT Service Desk Careers and Certifications** – LinkedIn – July 2025
- **Redefining Software Development Roles in the AI Era** – LinkedIn – July 2025
- **The Non-Technical Skills of Effective Data Scientists**– LinkedIn – July 2025
- **CRM Basics: Unlock Business Growth through Relationships**– LinkedIn – July 2025
- **Admin Essentials for Smart Office Management**– LinkedIn – July 2025
- **Administrative Professional Foundations**– LinkedIn – July 2025

PROJECTS

• **Doctor Appointment Mobile App (Android, Kotlin, Firebase)**

Designed and developed a mobile app to streamline doctor bookings. Integrated real-time database, authentication, and a user-friendly UI for appointment scheduling and management.

• **Gym Management Web Application (React, Spring Boot, MySQL)**

Built a full-stack platform with secure login, trainer-client assignment, workout scheduling, and notifications. Implemented REST APIs for CRUD operations and database integration.

- **Multithreaded Java Desktop App (Java, JDBC)**

Created a responsive desktop app with form-based UI, enabling efficient multithreaded data processing and dynamic database interaction.

- **2D/3D Game Projects (Java, Unity)**

Developed interactive games demonstrating object-oriented programming, animation, and event handling. Focused on game logic, player controls, and UI design.

- **Cloud-Based API Service (AWS S3, DynamoDB, Node.js)**

5 Deployed secure and scalable RESTful APIs. Used AWS services for file storage and NoSQL database integration, with Postman used for testing endpoints.

- **Movie Listing and Booking App (AWS, Visual Studio Code)**

Developed a web application for browsing and booking movies. Integrated backend services using AWS and used Visual Studio Code for development and deployment with a clean and responsive UI.

- **Software Security Analysis (DVWA, XAMPP, Kali Linux)**

Worked on real-world vulnerabilities including SQL injection, command injection, and XSS. Documented exploits and applied security fixes based on OWASP guidelines.

- **DevOps Pipeline Implementation (Jenkins, Git, Azure DevOps)**

Configured CI/CD pipelines to automate testing and deployment. Integrated Git for version control and used DevOps boards for task management and team collaboration.

- **Library Management System (Spring WebFlux, MongoDB, Thymeleaf)**

Created a reactive web app with CRUD features, form validation, and NoSQL storage. Implemented modular design and REST endpoints for seamless user interaction.

- **Iris Flower Prediction App (TensorFlow.js, React, Express.js)**

Built a full-stack application that trains a neural network using TensorFlow.js on the iris dataset. Developed a Vite-based React frontend to display real-time prediction probabilities from the Express backend API.

- **Camunda BPMN Automation (REST Connectors, Kafka Integration)**

Designed a BPMN process using Camunda Cloud with REST connector tasks to retrieve data and publish it to a Kafka topic. Took part in workflow orchestration and integration with mock APIs.

- **Azure DevOps Boards Implementation (Work Items, Git Integration)**

Created structured Agile artifacts including Epics, Features, User Stories, and Tasks. Linked these to Git branches and pull requests to streamline collaborative project workflows.

- **Environmental Impact Summarizer (JavaScript, AI APIs)**

Implemented a summarizer tool using GPT/Gemini API in a JavaScript UI. Parsed environmental news articles and generated brief summaries with clear formatting and links.

- **Break-and-Enter Risk Classifier (Pandas, Matplotlib, Scikit-learn, SMOTE)**

Analyzed Toronto police data to identify high-risk neighborhoods for break-and-enter incidents. Handled missing data, encoded and scaled features, created a custom target label, visualized trends, applied feature selection, and used SMOTE to handle class imbalance—preparing the data for predictive modeling.

- **Mobile Store Web App (React, Node.js)**

Collaborated on a group project to build an online mobile store where users could browse and purchase smartphones. Implemented dynamic product listings, shopping cart functionality, and RESTful APIs for order processing and data handling.

WORK HISTORY

- ❖ **Crew Member**

McDonald's, Scarborough, ON

November 2022 – Present

- Delivered excellent customer service in a fast-paced, high-volume environment.
- Processed 200+ transactions daily with 100% accuracy, including cash handling and digital payments.
- Managed drive-thru and front desk during peak hours with strong multitasking.
- Enforced company policies and promoted brand standards.
- Improved order accuracy and reduced wait times by 20%.
- Trained new employees on operations and customer service.
- Monitored inventory and ensured supply availability.
- Maintained food safety and hygiene standards.
- Used internal systems to personalize customer service.
- Assisted shift leads with troubleshooting and workflow.
- Adapted quickly to changing priorities and customer needs.

- ❖ **Private Tutor**

Bangladesh International School, Dammam

Saudi Arabia

January 2019 -September 2022

- Provided one-on-one tutoring in Physics, Chemistry, and Mathematics, helping students improve their academic performance.

- Developed personalized study plans, fostering student confidence and aiding in academic success.
- Conducted interactive sessions to enhance student understanding of core scientific and mathematical principles.

❖ **Office Assistant / Co-op (Part-Time)**

Abdullah Khaled Al Hamra General Contracting Establishment – Saudi Arabia

January 2018 – December 2020

- Provided administrative and clerical support to office staff and management.
- Prepared and organized documents, files, and records for internal use and audits.
- Managed phone calls, scheduled appointments, and handled email correspondence.
- Assisted in updating spreadsheets, tracking project-related data, and generating basic reports.
- Supported procurement processes by handling vendor communications and documentation.
- Helped maintain office inventory, supplies, and workplace organization.
- Collaborated with different departments to support day-to-day operations.
- Maintained confidentiality of company and client information while handling sensitive data.

❖ **Sales Associate**

Abqaiq Mall, Abqaiq, Saudi Arabia

January 2017 – December 2019

- Assisted customers with product selection, providing excellent service and personalized recommendations to enhance the shopping experience.
- Handled daily **cash transactions**, credit card payments, and refunds with accuracy and accountability.
- Maintained store cleanliness, organized merchandise displays, and ensured shelves were fully stocked.
- Supported inventory management through stock counting, restocking, and loss prevention measures.
- Collaborated with team members to meet daily sales targets and promotional goals.
- Provided product knowledge and upselling techniques to increase average transaction value.
- Resolved customer inquiries and complaints efficiently, ensuring high customer satisfaction.
- Adhered to store policies, health & safety protocols, and visual merchandising standards.

❖ **Co-op Student – LinkedIn & Web Management Assistant**

Career Advisory Canada — Remote

July 16, 2025 – September 16, 2025 (2 months)

- Managed and updated Career Advisory Canada's LinkedIn page with relevant content, client success stories, and service updates.
- Created engaging social media posts aligned with company vision and values, responding promptly to LinkedIn inquiries and messages.
 - Assisted in website content updates and collaborated on improving user experience and site functionality.
- Supported planning, organizing, and promoting webinars featuring industry experts and career coaches; handled guest communications and logistical support.
 - Assisted with resume reviews, providing feedback and suggestions to help candidates align resumes with industry standards.
 - Developed templates and resources to enhance candidates' resume quality.
- Gained hands-on experience in digital marketing, social media management, client interaction, and career advisory services.
- Received mentorship and coaching from experienced professionals throughout the internship.

PERSONAL INTERESTS / VOLUNTEER WORK

- Passionate about AI and cloud computing, continuously exploring emerging trends and innovative technologies in software development.
- Enjoy building full-stack websites with strong frontend and backend skills, creating responsive and user-friendly web applications.
- Volunteer as a mentor for coding boot camps, supporting students in developing web and mobile applications and sharing practical programming knowledge.
- Actively contribute to open-source projects and committed to lifelong learning to stay updated with the latest tech advancements.