

# Nickrod Basiri

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## EDUCATION

**York University** | *Lassonde School of Engineering*

Sept 2023 – May 2027

- Bachelor of Engineering, Specialized Honours in Software Engineering
- Relevant Courses: Embedded Systems, Advanced Object Oriented Programming, Computer Organization

## EXPERIENCE

**Specialist** | *Apple*

August 2025 - Present

- Delivered exceptional customer service to hundreds of customers weekly by identifying individual needs, offering tailored solutions, and guiding them through Apple's ecosystem to ensure a seamless shopping experience.
- Showcased strong technical knowledge of Apple products, clearly explaining features, setup, and integrations.
- Collaborated with team members to maintain an efficient, welcoming environment that met customer needs.

**Front Office & IT** | *Rachel Maison de Beauté*

May 2023 – Aug 2024

- Set up and maintained essential systems for managing client bookings, transaction records, and customer history, streamlining appointment scheduling and payment processes.
- Managed appointment scheduling and administrative tasks, ensuring smooth operations during peak hours and maintaining an organized work environment.
- Configured company software to manage hundreds of client details, while providing technical support by diagnosing and resolving operating system issues.

## PROJECTS

**Pickle - Emergency Response** | *React, Flask, Cohere AI, MongoDB, Auth0*

Jan 2025

- Worked with a team of three to develop an innovative emergency response map, leveraging SMS-based location sharing, heatmaps for first responders, and real-time AI-powered assistance.
- Implemented Auth0 passwordless login, enabling seamless integration of user authentication through phone numbers, ensuring secure access and ease of use.
- Awarded 3rd place out of 600+ participants for best use of Cohere AI at DeltaHacks XI.

**Resume Roast - AI Resume Critique** | *React, Google AI Studio, Elevenlabs*

Sept 2024

- Collaborated with a team of 3 to develop an AI powered web-based tool that analyzes a resume and produces AI-generated songs that provide constructive criticism.
- Engineered effective prompts to extract key insights from resumes, providing tailored feedback on content optimization, keyword usage, and formatting.
- Delivered tailored, constructive resume criticism that improved several users' job applications.

**Express-CV - Resume Generator** | *React, Javascript, Node.js*

Oct 2024

- Developed a web application designed to help users easily generate custom resumes by dynamically entering personal information, education, and work experience.
- Implemented streamlined user interface that allows for easy customization and formatting of resumes, tailored to individual preferences and professional requirements.
- Simplified resume creation for users, enabling them to tailor their resumes to specific professional needs efficiently.

**Automatic Plant Watering System** | *Matlab, Arduino*

Dec 2023

- Designed and created an automatic plant watering system with MATLAB and Arduino.
- Used real-time moisture sensors to detect when watering was necessary, notifying the user when this is done.
- Enhanced system reliability by integrating real-time data visualization in MATLAB, monitoring moisture levels.

## TECHNICAL SKILLS

**Programming Languages:** JavaScript, TypeScript, HTML, CSS, C, C#, Python, Java, Bash

**Technologies / Frameworks:** Git, Node.js, React, NextJS, Tailwind, SQL, MongoDB, Flask, Figma, Unity, Arduino, Matlab, Linux, Microsoft Office