

Wassem “Wilbur” Elbouni

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EDUCATION

University of Calgary

Honours Bachelor of Science in Computer Science, Minor in Data Science

– GPA: 3.8/4.0

Sept. 2021 – April 2026

Calgary, AB

EXPERIENCE

Software Developer Student-on-Call

IBM

Aug. 2026 – Present

Toronto, ON

- Designed and led development of an AI-powered WYSIWYG markdown editor, modernizing the authoring experience for lab instructions.
- Built and managed a scalable support pipeline now used by millions of learners worldwide.

Software Developer Intern

IBM

May 2024 – Aug. 2025

Toronto, ON

- Spearheaded the development of an internal AI-powered project manager with Jira and Slack integration, reducing meeting time by up to 50%.
- Created an AI-powered translation system for 1,800+ courses, enhancing accessibility and global reach.
- Implemented a robust support pipeline achieving 99.9% uptime across services, improving reliability and user satisfaction.
- Developed and delivered a workshop that earned the Best Rated Session award at IBM’s TechXChange 2024.

Project Manager

TechStart, University of Calgary

July 2023 – May 2024

Calgary, AB

- Led an 8-member team developing a full-stack social media mobile app using React Native, FastAPI, PostgreSQL, Redis, and Docker.
- Managed feature delivery timelines and code review cycles, ensuring consistent quality and progress.

PROJECTS

Support Pipeline | *NestJS, React, PostgreSQL, Redis*

May 2024 – Oct 2024

- Built a multi-channel support system with chatbot integration, automated ticket creation, and two-way communication across Slack, web, and email.
- Designed distributed queues, caching layers, and a unified schema enabling scalable ingestion and 99.9% uptime for millions of learners.
- Implemented issue grouping, monitoring, alerting, and analytics, reducing manual triage by 70% and improving ticket completion by 80%.

WYSIWYG Markdown Editor | *Next.js, Express.js, Tiptap*

Oct 2024 – Present

- Developed an AI-assisted markdown editor with real-time collaboration, rich-text sync, and a modular plugin system, including AI features for formatting, tone, summaries, grammar correction, and markdown generation.
- Deployed a multi-tenant system across 200+ Coursera and Udemy partner portals, improving usability and cutting feature dev time by 50%.

ACHIEVEMENTS

Canada CIO Awards Winner (Nov. 2025) - Project: Learn in your own language

Recipient of **IBM TechXchange Best Rated Session** (Oct. 2024).

Microsoft Certified: Azure Cloud Practitioner (May 2023).

TECHNICAL SKILLS

Languages: Python, TypeScript, Ruby, Haskell, Java, C/C++, R, Golang

Frameworks: React, React Native, Node.js, Django, Ruby on Rails, Tailwind, LangChain

Developer Tools: Docker, Kubernetes, Git, Postman, AWS, Microsoft Azure, Playwright

Libraries: pandas, NumPy, Matplotlib, PyTorch, Pydantic

Databases: PostgreSQL, MySQL, SQLite, Redis, MongoDB, Neo4j