

Quaid Tahir

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Professional Summary

Ambitious software engineer candidate pursuing a Bachelor's degree in Computer Science. Proficient in multiple languages with hands-on experience designing scalable, high-performance applications. Passionate about writing clean, maintainable code and continuously learning modern best practices to solve real-world problems.

Technical Skills

Python • Java • C++ • Kubernetes • Docker • Next.js • Node.js / Express • MySQL • PostgreSQL • React • Tailwind CSS • TypeScript

Experience

IT Support Specialist II

Amazon · Nov 2022 – Present

- Resolved 100+ IT tickets weekly within SLAs, reducing issue resolution time by 100% and driving measurable improvements in end-user satisfaction and productivity.
- Executed multiple Change Management (CM) projects—including UPS battery replacements, MDF/IDF FCPIMMS, and AP lifecycle upgrades—resulting in increased infrastructure reliability and reduced downtime.
- Partnered with vendors to plan and execute Change Management (CM) activities with precision, minimizing downtime and ensuring on-time project delivery across multiple sites.
- Provided technical support to 1,000+ users and devices, troubleshooting complex hardware and software issues to sustain continuous business operations and maintain 100% system uptime.
- Collaborated with cross-functional teams to improve operational efficiency by 15%, streamlining workflows and boosting productivity.
- Monitored network traffic and performance metrics using tools such as Hylas and Imperium, proactively identifying and resolving issues related to high-severity events to maintain uninterrupted operations.

Projects

www.quaidtahir.com — Built with Next.js, TypeScript, Tailwind CSS

Portfolio Website Project · June 2025

- Designed, developed, and deployed a modern personal portfolio website to showcase my technical skills, projects, and professional background. The site is fully responsive, optimized for performance, and includes interactive UI elements, custom animations, and a secure contact form that integrates with Resend to deliver real-time email notifications.

Education

Bachelor of Science in Computer Science, *Western Governors University* - 2027

Industry Certifications

- Foundation: Data, Data, Everywhere - Amazon, Coursera (2022)
- Amazon Web Services - Amazon, Coursera (2020)

Relevant Coursework

Applied Algorithms and Reasoning – D795 • Software Engineering – D284 • Software Design and Quality Assurance – D480 • Computer Architecture – C952 • Formal Languages Overview – D793 • Discrete Mathematics II – C960 • Operating Systems for Computer Scientists – D686