

# Mohammad Qudah

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## EDUCATION

### York University

Sept. 2020

*Honours Bachelor of Science in Computer Science*

*Expected Graduation* May. 2024

**Courses:** Software Tools, Fundamentals of Data Structures, Advanced Object-Oriented Programming, Software Design, Design and Analysis of Algorithms.

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## WORK EXPERIENCE

### On-Site Support Technician

Toronto, ON

*Sun Life Financial*

May. 2023 – present

- Proficient in deploying Windows 10 laptops and desktops, within predetermined timelines and required processes with a high success rate of **95%**
- Ensured successful upgrades for clients, resulting in an increase of over **6%** in laptop deployment compared to the previous quarter.
- Skilled in troubleshooting and providing post-upgrade support to clients, effectively reducing downtime, and promptly resolving technical issues, resulting in improved productivity and user satisfaction.

### Software Developer

Remote

*eWorx Technology*

Feb. 2023 – May. 2023

- Designed and implemented a database for eWorx datasets, incorporating unique algorithms to auto-generate missing data, conduct regular backups, and ensure system reliability.
- Significantly improved user experience and security by proficiently modifying the front-end and back-end components, implementing crucial updates, ensuring accurate data display, and establishing data backup.
- Developed and deployed these functions by leveraging **Python, SQL, Visual Studio Code, MySQL Database, Fast API, and Meteor JS**.

### Junior Programmer

Kuwait City, Kuwait

*Arab Information Management Services*

May. 2022 – Aug. 2022

- Enhanced the functionality of the API and user interface by implementing an external pop-up function for rotating official documents, resulting in a **10%** increase in user engagement and minimizing paper waste.
- Tested, identified, and resolved **100+** bugs in a web-based Human Resource Management System for large organizations, improving system functionality by achieving a **95%** bug resolution rate.
- Modified the front-end and back-end to store, update, and display employees' information. Enhancing the user experience, leading to a **12%** increase in user satisfaction.
- Implemented the mentioned features using **HTML/CSS, Java, SQL, Notepad++, Oracle Database, Toad, SoapUI, and NetBeans**.

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## SKILLS

**Database Tools:** Oracle Database, Toad, MySQL Database, SSMS (SQL Server Management Studio).

**Developer Tools:** Visual Studio Code, Notepad++, Git, MS Visual Studio, NetBeans.

**Frameworks & Technologies:** .NET Core, Fast API, Docker, Postman, SoapUI.

**Languages:** Python, C#, Java, JavaScript, HTML, CSS, SQL.