Raheem Kirlew

📞 204.979.8278 | ✉ kirlewraheem@gmail.com | My Portfolio

EXPERIENCE

SkipTheDishes   Feb. 2020 –Present
Operations Specialist   Winnipeg, MB

- **E**mployed effective conflict resolution techniques to resolve customer issues and improve satisfaction, contributing to an increase in customer retention by over 92%
- Provided live chat support to couriers, customers and restaurants via Zendesk, including through email, phone, and chat.
- Monitored the Zendesk platform for new inquiries and ensuring timely responses to customer requests. Averaged 300+ inquiries per day
- Troubleshot and resolved technical issues for customers, either through direct interaction or by escalating issues to higher-level support staff as necessary.

PROJECTS

Handwritten Digit Recognizer
Github

- Worked on a machine learning project using Python to accurately identify handwritten digits.
- The model was trained using the MNIST dataset and used TensorFlow as a training back-end. Used Keras to get the HDF5 output. Also utilized libraries such as NumPy and Matplotlib
- The model was able to predict the digits drawn with a **90% accuracy** on the test set

Full-stack Bug Tracker Web App
Github
Live Demo

- Built a full-stack bug tracker app using **React, ChakraUI, and Firebase**, allowing users to create, track, and manage bugs in real-time.
- Implemented state management with React Context API and deployed the app on Vercel.
- Implemented project creation functionality allowing users to create new projects.
- Utilized React Context API for efficient state management of project and team member data.
- Integrated team member management capabilities, enabling users to add team members to projects for collaboration.

- Implemented features such as user authentication, CRUD operations, and real-time updates.

TingzFiWatch
Github

- Created a cross platform application using Flutter that allows users to find information on popular movies, including the ratings,genre etc, as well as fetch random suggestions from over **843,458** movies and **144,380** tv shows.

Elm Media Player
Github

- Created a media player with C++ which utilized the BASS library for audio playback and for the computation of Fast Fourier Transformations. The FFT data was visualized using ImGUI, a lightweight GUI library. The media player has a user-friendly interface, which was also implemented using ImGUI. **Garnered over 500 views on Youtube**

EDUCATION

University of Winnipeg   Sep. 2019 – Jun. 2023
Bachelor of Science in Applied Computer Science   Winnipeg, MB

- **Coursework**: Data Structures, Algorithms, Database Systems, System Architecture and Design, Game Design, Discrete Mathematics, Statistical Analysis, Internet Programming, Scientific Computing With Python

SKILLS

Skills : C, Java,Python, Javascript (React.js), HTML,CSS, SQL (MySQL),C++, ChakraUI
Tools : Figma, Github, Microsoft Azure, Firebase, Visual Studio, VSCode, Microsoft Office