

Samer Sawan

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EDUCATION

McGill University

09/2020 – 05/2024

Bachelor of Science in Software Engineering

Montreal, QC

- Relevant Courses: Algorithm Design, Data Structures and Algorithms, Software Validation, Software Design, Functional Programming, Requirements Engineering, Operating Systems, Parallel Programming

TECHNICAL SKILLS

Languages: Java, Python, C, C++, JavaScript, SQL, Go, Dart, GDScript, Kotlin

Frameworks: NextJS, TailwindCSS, React, React Native, React Context, JUnit, Spring Boot, Flutter

Developer Tools: Godot, Unity, Firebase, Git, Docker, AWS EC2, AWS S3, XML

Libraries: Pandas, NumPy

EXPERIENCE

Apple

06/2022 – Present

Technical Specialist – Full Time

Montreal, QC

- Exceeded the target of 3 technical support appointments per hour, consistently achieving an average of 4.3 appointments per hour by diagnosing technical issues, educating customers on product features and best practices, and resolving complex problems to ensure optimal device performance.
- Demonstrated strong problem-solving skills by assessing customer needs and providing personalized solutions, resulting in a 90% customer satisfaction rate for four consecutive quarters.
- Organized and presented multiple store-wide trainings to help with onboarding new, seasonal and veteran specialists alike, resulting in a 20% improvement of store-wide activation results.

TheDevFactory

09/2023 – 01/2024

Software Developer Intern

Montreal, QC

- Built a customized chat completion model leveraging OpenAI's ChatGPT-4 API to integrate code snippets and SonarQube reports, enabling real-time feedback and suggestions to users.
- Enhanced model performance through iterative refinement of prompts and adjustments to API interactions, resulting in a 10% increase of response accuracy.
- Proposed and implemented innovative strategies to optimize the AI code reviewer's functionality, focusing on delivering actionable insights based on industry best practices and software design principles.

PROJECTS

Athenaeum (Book Club App) | *React Native, Firebase, Figma*

- Designed and prototyped the app in Figma, creating a user-friendly interface and seamless user experience.
- Developed the app in React Native using a component-based architecture, resulting in easier maintenance and ensuring scalability of the source code.
- Implemented key features, including a Book Club function for creating/joining clubs, sending invites, sharing comments, and updating reading progress, as well as customizable user profiles with widgets for displaying favorite books, bookshelves, and reviews.
- Integrated Firebase services, leveraging FirebaseAuth for secure user authentication and Firestore for efficient real-time data storage and retrieval.
- Utilized GoogleBooks API to fetch and display book data in real-time.

Splendor | *Java, JavaScript, REST, Maven, Docker, JUnit, Spring Boot, Git*

- Developed backend game rules and logic in Java, integrating it with the frontend using REST API calls.
- Implemented user authentication by integrating the backend with a Lobby Service.
- Created components for the frontend of the game using basic JavaScript.
- Containerized the frontend, backend, and database with Docker for ease of deployment.

PROFESSIONAL CERTIFICATIONS

- AWS Certified | Cloud Practitioner