

Rumsha Ahmed

Technology & Operations | Software Developer | Service Desk Analyst

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SKILLS

Programming: C, C++, HTML/CSS, Javascript, PHP, .NET, SQL, Python

Operating Systems: Windows (XP, 7, 8, 10, 11), MacOS, Linux/Unix, iOS, Android

Tools: IntelliJ IDEA, PyCharm, GitHub, Google Workspace, Microsoft Office 365 (Excel, Word, Outlook, PowerPoint), MySQL, Oracle SQL Developer, Oracle VM Virtual Box, VS Code, VS 2022, Figma, Citrix Desktop

Other: Conflict Resolution, Effective Verbal and Oral Communication, Independent Worker, Presentation Skills, Problem Solving and Critical Thinking, Team Leadership, Team Worker, Time Management

EDUCATION

Centennial College

Toronto, Ontario

Advanced Diploma in Software Engineering Technology

Attending, September 2024

- o **Concentrations:** Software Engineering Fundamentals, Linux/Unix OS, Business Communications, Database Concepts, Web Application, Artificial Intelligence, Programming

Ontario Tech University

Oshawa, Ontario

B.Sc Honours in Software Engineering

Transferred, September 2020

- o **Concentrations:** Object Oriented Programming and Design, Data Structures, Computer Networks, Engineering Design

EXPERIENCE

Geek Squad

Oshawa, Ontario

IT Support Specialist

October 2021 – Current

- **Resolved numerous priority tickets** daily, showcasing proficiency in diagnosing, troubleshooting, and repairing various devices.
- **Performed hardware repairs, component replacements, and system upgrades**, adhering to manufacturer guidelines and industry best practices to ensure optimal delivery.
- **Installed, configured, and troubleshot** various operating systems, applications, and software packages to effectively address client needs and minimize downtime.
- **Documented detailed records of user interactions, internal communications, and repair activities** to streamline reporting and future troubleshooting.
- **Strengthened customer relations by providing solutions and personalized technical guidance**, leading to an increase in repair sales and doubling revenue beyond the initial budget while maintaining a consistent NPS

PROJECTS

Banking Application

Toronto, Ontario

Software Developer

March 2025

- **Designed a banking system in C#**, incorporating inheritance, interfaces, and exception handling.
- **Built 3 classes** to handle transactions (i.e. deposits, withdrawals, and purchases).

Bike Store Database Management

Toronto, Ontario

Data Analyst

February 2025

- **Designed and executed complex SQL queries** to analyze customer and staff data using JOIN operations.
- **Implemented user privileges and role-based access control** to enhance database security.

Web Application - Toe Beans Cafe

Toronto, Ontario

Full-Stack Developer

November 2024

- **Developed and deployed a fully responsive web application** using HTML, CSS, and JavaScript.
- **Designed an interactive user interface** and implemented dynamic content handling for enhanced user experience.

Windows 11 (24H2) Network Sharing Fix

Oshawa, Ontario

Scripting

October 2024

- **Developed a batch and PowerShell script** to re-enable network sharing in Windows 11 24H2 by modifying registry settings and restarting necessary services.
- **Improved system accessibility for SMB-based file sharing**, ensuring seamless connectivity across networked devices.