

Jawad Aziz Khan

jawadazizkhan.jak@gmail.com | +1-403-926-9171

[linkedin.com/in/jawadazizkhan](https://www.linkedin.com/in/jawadazizkhan) | jakfromspace.me

Summary

- Master's in Computer Engineering with expertise spanning software development, data engineering, and technical support
- Demonstrated success in complex problem resolution across Microsoft, Android, Linux and Apple ecosystems, enterprise systems, and consumer technology
- Proven communication skills to explain complex technical concepts to diverse audiences
- Experience in both backend system development and customer-facing technical support roles
- Expertise in troubleshooting integrated systems, security protocols, and digital services
- Skilled in collaborating with cross-functional teams and escalating for optimal resolution
- Java, Python, JavaScript, C++, React, Node.js, Flutter, Azure, MS Office, Teams, PowerShell, Active Directory, AWS, GCP, Docker, Git, CI/CD, REST API, MongoDB, PostgreSQL, TensorFlow, PyTorch, Unity, Blender3D, Agile/Scrum, Jenkins

Work Experience

Technical Customer Support Advisor

Oct 2024 - Jan 2025

Teleperformance, Remote BC

- Provided comprehensive technical support for Apple's ecosystem, including iOS devices, iPads, Apple Watches, AirPods, and Mac computers, ensuring exceptional customer satisfaction and meeting time targets.
- Expertly managed Apple ID security, iCloud services, and account management, including two-factor authentication, password recovery, storage management, backup/restore, and family-sharing.
- Coordinated with specialized departments for escalated cases, ensuring optimal resolution of complex technical issues.
- Received positive feedback for clear communication, patience, and empathy, guiding customers through technical procedures and de-escalating challenging situations.

Graduate Teaching Assistant

Jan 2022 - Apr 2023

Schulich School of Engineering, University of Calgary AB

- Facilitated engaging lab sessions for courses like Python for Machine Learning and Software Ethics, promoting hands-on learning and critical thinking.
- Offered timely support and guidance to students during office hours, addressing their questions and concerns regarding coursework and assessments.
- Provided personalized mentorship and support, helping students navigate academic challenges and achieve their educational goals.
- Evaluated projects and homework assignments for courses focusing on clarity, creativity, and technical accuracy.

Software Development Intern

May 2022 - Aug 2022

Cerence Inc., Montreal QC

- Contributed to internal swipe text input tool for IVI interface in Java for Lucid Motors
- Debugged prediction hot zones to improve swipe input accuracy for varying in-vehicle infotainment system screen sizes
- Documented Linux layer build for an IVI system for VinFast, reducing deployment errors by 20%
- Automated language pack parsing tasks with Python to improve ASR system build times
- Collaborated with an international cross-functional NLP team to integrate custom vehicle-specific interfaces and AI configurations.

Computing Solutions Advisor**Oct 2022 - Dec 2022**

Best Buy Canada, Calgary AB

- Provided expert technical consultation on PC builds, smart home ecosystems, and audio systems, consistently delivering personalized solutions and meeting sales targets.
- Advised customers on product knowledge, including compatibility, performance, budgets and optimal configurations.
- Managed complex warehouse operations, including efficient online order processing, inventory management, and accurate digital records.
- Coordinated with management on strategic merchandising initiatives, creating data-driven stock lists and implementing promotional displays.
- Utilized integrated POS and kiosk systems for seamless transactions, including returns, exchanges, and membership services.

Software Engineer**Jul 2020 – Apr 2022**

Stellar Vision, Remote - Sydney, Australia

- Designed full-stack web services using Flutter, Node.js and HL7 improving clerical workflows for healthcare workers in senior care facilities
- Developed a caretaker request system to optimize senior patient needs and requests
- Engineered a user-friendly secure video call app for mobile and Android TV-based devices
- Implemented real-time call alerts using Flutter and Firebase Cloud Messaging
- Overhauled a legacy interactive survey analytics platform from PHP to modern Javascript
- Created a granular permission-based administration backend for configurable user groups

Software Developer**Jan 2019 – Jun 2020**

Challan.xyz, Dhaka, Bangladesh

- Built a ReactJS B2B procurement platform that boosted product entry speeds by 200%
- Setup automated workflow to streamline product delivery and monitor performance metrics
- Integrated live procurement updates using Twilio to keep customer-side dashboard up-to-date
- Developed a custom order scanning tool using Flutter for real-time procurement updates and sales analytics

Education**Master of Engineering, Electrical & Computer Engineering****May 2023**

The University of Calgary, Calgary AB

- Focused on software dependability, data mining, machine learning, agent-based automation, cryptography, number theory, engineering ethics, and climate adaptation in software engineering.

Bachelor of Science, Computer Science & Engineering**Aug 2019**

North South University, Dhaka, Bangladesh

- Machine Learning, Computer Vision, and Software Engineering Design. Volunteered as a tutor at ACM SIGAPP. Taught game development workshops at my alma mater where participants created and played fully functional games in three sessions.

Career Essentials Certifications in Generative AI & Sustainable Tech**Aug 2024**

Microsoft & LinkedIn

Microsoft Certified: Security, Compliance, and Identity Fundamentals**Nov 2024**

Microsoft

- Key skills: Identity and Access Management (IAM), Governance, Risk Management, and Compliance (GRC), Active Directory, Microsoft Entra ID, Azure Sentinel, Microsoft Defender, Microsoft 365 Security