

Syeda Chowdhury

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EDUCATION

York University

Honours Bachelor of Science in Computer Science

Expected May 2027

North York, ON

TECHNICAL SKILLS

Languages: Java, Python, C, SQL, JavaScript, Bash, RISC-V Assembly, HTML, CSS

Frameworks: React.js, Node.js, Socket.io, JUnit

Operating Systems: Linux, Windows, MacOS

Tools: Git, Docker, Unix Command Line, Debugging (JDB & Chrome DevTools), Figma

APIs & Cloud: OpenAI API, Browser Extension API, Azure Cloud

SOFT SKILLS

Adaptability | Quick Learner | Problem-Solving | Team Collaboration | Communication | Leadership | Initiative | Time Management | Strategic Thinking | Interpersonal | Results-Driven | Analytical Thinking | Detail-Oriented

PROJECTS

Multithreaded Alarms System: Group-Project | C programming, POSIX threads

- Applied concurrency principles to design and implement a **C-based** multithreaded alarms system using **POSIX threads**, managing over **10+** alarms simultaneously.
- Developed test cases, troubleshoot, applying **problem-solving** and debugging techniques to resolve bugs.
- Provided technical support, developed comprehensive test cases, and prepared a **28-page** report.
- Proactively coordinated team availability and project timelines to ensure efficient task delegation and on-time delivery.

DropChat: Self-Project | HTML, CSS, JavaScript, Node.js, Socket.io

- Designed and built a **real-time multi-user** chat application supporting unique usernames and instant messaging.
- Developed a **Node.js** backend with **Socket.io** to handle real-time communication smoothly.
- Ensured a **responsive and interactive UI** for an engaging user experience.

Dark-Mode Extension: Self-Project | HTML, CSS, JavaScript, Manifest.json, Browser Extension API

- Developed a **browser extension** that enables users to toggle between dark and light modes seamlessly.
- Utilized JavaScript and **Browser Extension APIs** to dynamically modify webpage styles.
- Integrated **Manifest.json** to configure permissions and ensure smooth extension functionality.

WORK EXPERIENCE

Customer Service Representative

Cineplex, Rec Room

November 2022 - Present

Toronto, ON

- Deliver exceptional customer service in a fast-paced, **high-pressure** environment, assisting **1000+** customers in the weekends.
- Consistently achieve top sales through a **results-driven** approach, including **50+** premium game tag sales in a single day, contributing to overall revenue growth.
- Adapt** quickly to dynamic workplace events, demonstrating flexibility and the ability to learn new processes efficiently.
- Recognized for teamwork, leadership, and efficiency in simplifying operations.
- Train and mentor new employees, improving onboarding and team **productivity**.
- Resolve customer disputes professionally through strong **problem-solving** skills, ensuring a positive work environment.

Student Representative

Women in Computer Science & Engineering

February 2024 – June 2024

Remote, Toronto, ON

- Demonstrated **leadership** and **initiative** by managing social media & promotional campaigns across multiple platforms.
- Delegated tasks** and **drove engagement** for workshops & events, **collaborating** primarily via **Microsoft Teams**.

Administrative/Clerical Support (Contract)

City of Toronto, Toronto Public Health

April 2021 – August 2021

Toronto, ON

- Provided administrative support to program and management staff, ensuring smooth daily operations.
- Fielded inquiries from staff, the public, and external agencies via email, phone, and in person.
- Simplified** reception processes, **efficiently** processing clients and offering program information to **optimize** clinic operations.
- Maintained large data sets in Salesforce and other software packages, ensuring accuracy and integrity.
- Provided **professional**, empathetic service to **diverse** clients in a fast-paced immunization clinic.