Syeda Chowdhury

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EDUCATION

York University   **Expected May 2027**
Honours Bachelor of Science in Computer Science   *Toronto, ON*

TECHNICAL SKILLS

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

Frameworks/Developer Tools:
- JUnit, React.js, Node.js, Git, Linux, Unix Command Line, Shell Scripting, GitHub, Debugging Tools (JDB, GDB, Chrome DevTools)

Software Development:
- Object-Oriented Programming (OOP), Multithreading, UML, Software Development Life Cycle (SDLC), Agile Development, DOM APIs

Cloud & Additional Technical Skills:
- **Azure Cloud:** Experience with Azure Lab environments, (e.g., accessing and managing Kali VMs)
- Microsoft Teams, Microsoft Office Suite (Word, Excel, PowerPoint), Microsoft SharePoint, Figma

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, troubleshot, 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
- Developed a **real-time multi-user** chat application supporting unique usernames and instant messaging.
- Implemented a **Node.js** backend to handle **WebSocket**-based communication.

Dark-Mode Extension: Self-Project | HTML, CSS, JavaScript, Manifest.json, APIs
- Built a browser extension to toggle dark/light modes using HTML, CSS, JavaScript, and Browser Extension **APIs**.

WORK EXPERIENCE

Customer Service Representative   **November 2022 - Present**
Cineplex, Rec Room   *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   **February 2024 – June 2024**
Women in Computer Science & Engineering   *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)   **April 2021 – August 2021**
City of Toronto, Toronto Public Health   *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.