

# Zahid Safi

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## EXPERIENCE

### Backend Software Developer

#### BambooHR

May 2021 – Mar 2023

- Operated with scrum teams implementing business logic and specifications from product management and UX to deliver functional culture/insights solutions, to contribute to HR processes for over 20,000 customers.
- Collaborated on an employee well-being survey feature with UX team, creating a data collection system that analyzed over 500+ responses, provided crucial insights for executive decision-making.
- Employed CI/CD (Continuous Integration and Continuous Development) technology to deliver features to production daily and ensuring code quality by following proper software design.
- Developed a training widget meeting business requirement to provide updates on completed, incomplete, and overdue training increasing completion rates for companies having 100+ trainings.
- Optimized SQL queries to enhance database performance for organizations with over 1,000 employees, reducing loading times by 40% and improving user experience.

### IAM Intern

#### University of Utah

Feb 2020 – May 2021

- Tailored a Spring Boot app for streamlined user attribute management utilizing Apereo CAS, Git, and Linux.
- Built a JSON file management using Java, Git and Linux to update, create and manage JSON files for CAS.

### Microsoft Support

#### Education At Work

Jan 2018 – Feb 2020

- Troubleshoot and resolved Office Suite technical issues for 100+ clients in a timely and professional manner, boosting customer satisfaction ratings by 20%.
- Outperformed competing support sites by delivering efficient and effective solutions, enhancing customer retention and loyalty to the organization.
- Collaborated with colleagues using articles, reducing response time and enhancing first-contact resolution, helping 2x as many customers and doubling productivity.

## TECHNICAL SKILLS

**Languages:** PHP, C#, Java, C, C++, Python, MySQL, SQL, JavaScript, HTML, CSS

**Frameworks And Libraries:** .NET Core, ASP.NET Core, React.js, FastAPI

**Developer Tools:** Git, GitHub, Azure, Postman, AWS(EC2), Docker, Linux, Jira, CI/CD

## PROJECTS

### Personal Portfolio Website

- Coded a React app to showcase overall work experience, projects, and skills.
- Deployed on Netlify using CI/CD to automate the deployment process and making the app publicly accessible.

### Sorting Algorithm Visualizer

- Developed a React app to visualize algorithm efficiency to help understand algorithmic concepts and performance.

### U-Dash: Remote Campus Delivery Vehicle

- Devised a campus vehicle using Raspberry Pi, Python, and C to provide efficient remote deliveries.
- Implemented a REST API with FastAPI to establish communication between the vehicle and web application.
- Built and deployed a ReactJS web application, enabling communication between the user and vehicle.

### Research Opportunity Web Platform

- Created an MVC web app using HTML5, CSS3, C#, and MySQL to connect students with research opportunities.
- Implemented a RESTful API with ASP.NET Core, enabling data transfer between the app and MySQL database.

### FFMPEG: Innovative Audio Codec

- Engineered an ASIF codec in C for FFMPEG, streamlining encoding/decoding of audio data in ASIF format.

## EDUCATION

### Salt Lake City, Utah

#### University of Utah

Aug 2017 – Dec 2022

- Bachelor of Science in Computer Engineering - 3.7 GPA
- Relevant Courses: Object-Oriented Programming, Data Structures & Algorithm, Web Software Architecture, Computer Systems, Software Practice 1 & 2, Database Systems, Computer Network