Amr Hassan

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Personal Statement

   I am a permanent resident of the United States, with a degree in Computer Engineering from the University of Guelph. Proficient in programming and adept at solving complex technical challenges, I have a strong command of various programming languages and frameworks. My portfolio includes developing *Rech-Tech Hub*, a full-stack PERN application that integrates Python, Scrapy, and Crypto technologies, as well as building a web scraper leveraging BeautifulSoup and the Google Sheets API.

Professionally, I have contributed to creating C# OPC UA clients for Bastian Solutions and provided IT support for over 2,000 employees at the City of Guelph. I am eager to leverage my academic background and hands-on experience to deliver innovative solutions and drive impactful results.

Education

University of Guelph

Bachelor of Engineering in Computer Engineering   **Guelph, CA** *Sept 2018-May 2024*

Skills

Languages: React, JavaScript, HTML/CSS, Python, PostgreSQL, node.js, Java, C, C#, R
Developer Tools: Git, VS Code, Visual Studio, PyCharm, IntelliJ
Personal skills: Teamwork, Team management, independent worker, strong communication (oral and written), and attention to detail

Professional Experience

Upgrade Specialist and PC Repair *(Freelance)*   **Guelph, CA** *Sept 2020-Present*
- Built and repaired over 100 PCs, helping clients save up to 25% in costs by optimizing hardware selection during the COVID-19 chip shortage.
- Trained a junior technician in PC assembly and repair, leading to $8000 in sales over two months by scaling operations to serve more clients.
- Enhanced efficiency in hardware upgrades, including OS installations, achieving a 50% faster resolution rate for client issues.

Software Developer (Co-op) *(Bastian Solutions)*   **Guelph, CA** *Sept-Dec 2022*
- Worked in a team of 5 in charge of building a digital twin of Bastian's factories.
- Researched, implemented, and tested the functionality of an OPC UA client in C#.
- Researched and wrote detailed documentation on ROS (Robot Operating System) for integration with Microsoft Azure, streamlining future development.

IT Service Desk Support (Co-op) *(City of Guelph)*   **Guelph, CA** *May-Sept 2022*
- Served as the primary point of contact for 2000 City of Guelph employees, resolving 90% of issues in the first interaction and reducing ticket backlog by 15%.
- Assisted 30 employees daily by either resolving basic IT issues directly or triaging more complex issues to the appropriate team.
- Identified and documented user-reported issues via phone, email, and walk-ins to ensure proper IT Service Desk ticketing system documentation, leading to a 30% improvement in resolution tracking accuracy.
- Assisted in the timely and courteous resolution of IT Service Desk calls and requests by utilizing technical skills and diagnostic tools such as Active Directory, Microsoft Configuration Manager, Teams, and Cherwell.

IT Technician (Intern) *(University of Guelph)*   **Guelph, CA** *Jan-Sept 2021*
- Provided technical support for University of Guelph departments managed by central IT services, utilizing Active Directory, Microsoft Configuration Manager, and other methodologies.
- Maintained computer inventory and supported the ticket system (footprints) to ensure efficient resolution of client issues.
- Conducted problem tracking, client training, and diagnosis of failed hardware components.
- Installed and configured software and hardware, including printers and USB peripherals.

Projects

Rech-tech Hub   *May 2024-Present*
- Collaborated with a team of three to design the project layout using Figma, ensuring a cohesive and user-friendly interface.
- Designed and deployed a full-stack PERN (PostgreSQL, Express, React, Node.js) application that aggregates classified ads, helping users save time in searching for local classified ads.
- Integrated Python Scrapy to automate web scraping, reducing manual data collection by 80%.

Dice Game   *April-May 2024*
- Developed an interactive web-based dice game where two players compete to draw the higher-face die.

Crypto Web Scraper   *Sept-Dec 2023*
- Used Python to design and implement a cryptocurrency web scraper desktop application.
- Used BeautifulSoup (Python library) to fetch real-time cryptocurrency prices from CoinMarketCap.
- Used Google Sheets API to retrieve and update cryptocurrency prices for selected cryptocurrency coins.

SVG Image Viewer   *Jan-April 2022*
- Used a combination of HTML, CSS, and jQuery to develop an image viewer website.
- Allowed the user to view, edit, and save SVG images to the university server.
- Used node.js, FFI-napi, to translate between C and Javascript.