

Abdul Kalam Syed

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EDUCATION

Software Engineering, M.S.

September 2024 – June 2026

University of California, Irvine – *Irvine, CA* (GPA: 4.0)

Computer Science, B.S., Minor: Data Science

August 2020 – May 2024

California State Polytechnic University, Pomona – *Pomona, CA* (GPA: 3.82, Summa Cum Laude)

- Related Coursework: Artificial Intelligence, Software Engineering, Machine Learning, Database Systems

EXPERIENCE

IT Support Specialist I, Prime Healthcare – Ontario, CA

June 2023 – Present

- Support enterprise-scale hospital systems (Epic, Citrix, internal apps) with reliability and uptime focus across 50+ hospitals and clinical units, while managing incidents through ServiceNow, resolving 300+ issues weekly and improving First Call Resolution rate by 10%.
- Analyze system logs and performance metrics to identify root causes and prevent recurrence across systems.
- Build templates and automation scripts that accelerated team efficiency and reduced repetitive workloads.
- Perform pre-deployment validation to ensure system stability before release to production environments.

PROJECTS

Accessibility Analysis Plugin for Figma, Full-Stack Developer

October 2024 – June 2025

Real-time Accessibility tracker for Figma designs with AI Corrections. | **JavaScript, WCAG, HTML/CSS, OpenAI API**

- Built a working plugin using JavaScript with a UI panel like React component patterns.
- Developed Python-based REST-like processing using ETL logic for JSON transformations and analytics.
- Delivered a complete system covering metadata extraction, validation rules, UI reporting, and designer feedback.
- Created an in-plugin reporting panel that summarizes violations, highlights problematic elements, and displays OpenAI-powered AI suggestions for actionable fixes.

UAV Object Detection (SUAS Competition), Shape Detection Lead

September 2023 – May 2024

Developed ML model for UAV-based real-time object detection. | **Python, PyTorch, Linux HPC, Agile, Jira, GitHub**

- Designed and deployed end-to-end ML pipelines for UAV-based real-time object detection used in the SUAS.
- Built ETL workflows using Pandas and Python for aerial imagery ingestion, cleaning, augmentation, and annotation.
- Trained models on HPC clusters; improved detection accuracy by 20% and inference speed by 2.5× over prior year.
- Containerized training + inference environments using Docker for reproducible deployment across teams.
- Produced automated post-processing and analytics pipelines to evaluate predictions, reducing manual work by 30%.

PennyWise.money, Full-Stack Developer

September 2023 – December 2023

Expense-tracking website to track and categorize spending. | **Python, Flask, REST API, AWS, React Native, SQLAlchemy**

- Led backend, implementing Flask REST APIs and CRUD operations, while using NLP to categorize expenses.
- Integrated Plaid API to automate bank connections, reducing manual input and increasing data accuracy by 75%.
- Collaborated with frontend developers to build login, signup, and expense pages, integrating backend routes.
- Deployed the website, with backend on AWS EC2 and frontend on Vercel, using a custom domain for hosting.
- Utilized Kanban for Agile implementation, managing sprints, and GitHub for version control and collaboration.

TECHNICAL SKILLS

Programming Languages: Java, Python, SQL, JavaScript/TypeScript (React & React Native), HTML/CSS

Tools & Frameworks: RESTful APIs, AWS (EC2, RDS), Docker, Flask, React, Git, GitHub, MySQL, MongoDB, CI/CD Basics

Concepts: OOP, Data Structures and Algorithms, Agile Development, Full-Stack Engineering, Cloud Computing, Scalable System Design, API Design, NoSQL, DevOps