Dema Ben Jabr

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Computer Science graduate with hands-on experience in web and app development. Skilled in HTML, CSS, JavaScript, Angular, and C#/.NET, with experience building responsive web applications and iOS apps. Passionate about delivering real-world digital solutions, continuously learning new technologies, and creating practical, user-friendly software products.

EDUCATION

University Of Windsor   **(Windsor, Ontario)**
Bachelor of Computer Science – Software Engineering
Graduated: June 5, 2025

SKILLS

Programming	HTML, CSS, JavaScript, C, Java, Python, Assembly, Swift (iOS development)
Operating Systems	Linux, RTOS
Frameworks	Angular, ASP.NET, Bootstrap
Tools & Software	VS Code, Code::Blocks, Xcode, Git/Github
Databases	SQL
Embedded Systems	ESP32, STM32, Arduino, GPIO, Interrupts
Others	Debugging & Testing, Responsive Web Design, UI/UX Design, SEO

SOFT SKILLS

- Critical thinking, problem-solving, and multitasking skills.
- Strong time management and adaptability.
- Quick learner, committed to continuous improvement and teamwork.
- Typing: 46 wpm.

PROJECTS

ElderPro – iOS App
Graduation Project
University of Windsor

Overview: Designed and developed a mobile app aimed at improving the safety, health, and overall quality of life for elderly individuals. The app offers essential features to support independent living and ensure safety in daily activities.

Key Features:
- **Faces Trivia:** Memory helper using photo storage and face recognition.
- **Emergency:** Fall detection, real-time notifications, and easy access to medical information for emergency contacts.
- **Health Monitoring:** Integrated with Apple HealthKit to track heart rate and sleep data, displayed using clear visual summaries. Includes twice-daily check-in notifications to ensure elder well-being.
- **Location & Battery Safety:** Real-time GPS tracking, safe zone alerts, and low battery notifications.
- **Medication:** Add medication details, set reminders for doses, and track a history of taken or missed medications.
- **Nutrition Tracking:** Meal logging and tracks the history of calorie, protein, fat, and carbs intake.
- **Therapy Management:** Mobility exercises with a progress history feature and weather tracking.

- **Real-Time Communication**: Integrated with Twilio for SMS notifications and emergency alerts.
- **User Authentication & Profile Management:** Uses Firebase Firestore for secure user authentication, supporting sign-up/login via email, phone, or Google.

WORK EXPERIENCE

Technical Support Advisor (Remote)   May 2023 - January 2024
Transcom WorldWide – Apple Inc   *Windsor, Ontario*
- Provided Level 1 support for iOS, iPadOS, and macOS, resolving account recovery, Apple ID issues, data migration, backups, networking, and troubleshooting hardware/software problems.
- Documented cases accurately and facilitated repairs/replacements as needed.
- Escalated issues to the respective higher department for further resolution while maintaining professionalism throughout the calls.

Technical Support   May 2022 – April 2023
Sutherland Global – AT&T   *Windsor, Ontario*
- Provided Level 2 support to field technicians resolving routing systems, VOIP services, IPTV services, transport mediums, and changes to bandwidth profiles.
- Troubleshot technical issues, using internal knowledge articles and company-provided software such as CRM applications
- Escalated any unresolved issues to the appropriate department to avoid service delivery delays.
- Maintained fast call handling times, and demonstrated proficiency in keyboarding and Microsoft Office.