

ADILET MASALBEKOV

Toronto, ON | (437) 473-1202 | amasalbekov12@gmail.com | [LinkedIn](#)

TECHNICAL SKILLS

- **Programming:** Python, C#, Java, JavaScript, Typescript, SQL, Bash, Kotlin
- **Software Testing & QA:** Automation & Manual Testing, Unit Testing, Integration Testing, Selenium
- **Databases:** Oracle SQL, PL/SQL, MongoDB, PostgreSQL, Schema Design
- **Web Development:** HTML/CSS, React, AngularJS, Node.js, Express.js, REST APIs, Android (Kotlin)
- **AI & Data Science:** Machine Learning, Supervised & Unsupervised Learning, Neural Networks, Deep Learning
- **Tools & Platforms:** Git/GitHub, Azure DevOps, Visual Studio, Postman, Virtual Machines
- **Cloud & DevOps:** Azure, AWS, CI/CD Pipelines

RELEVANT WORK EXPERIENCE

QA Engineer (Co-op)

Jan. 2024 - April 2024 & Sept. 2024 - Dec. 2024

Ministry of Children, Community and Social Services - Government of Ontario, Toronto, ON

- Developed and executed **100+ automated and manual test cases** for the **MyBenefits** platform, improving reliability and accessibility for thousands of OW/ODSP users
- Created **test user accounts & datasets** to support developers, QA teams, and stakeholders, significantly improving testing speed and coverage
- Identified **critical software defects** and reported issues, leading to a **high bug resolution rate** within sprint cycles
- Wrote automated regression scripts using **Java** and **Selenium**, and managed test cycles through **Azure DevOps**, improving deployment consistency
- Collaborated with **developers, testers and business analysts** to resolve issues, enhance accessibility and maintain clear documentation under **Agile workflows**

IT Support Analyst (Co-op)

June 2025 – Aug. 2025

Department of National Defence – Government of Canada, Toronto, ON

- Responded to **technical support tickets** from military and civilian users, ensuring accurate, timely and secure resolutions.
- Managed **account setups, updates, and transfers** using **Active Directory, Microsoft Exchange**, and **internal tools**.
- Handled the **Service Desk mailbox** by triaging incidents, updating tickets and coordinating follow-ups on urgent service requests.
- Reviewed and validated **internal technical documentation** for account management procedures, identifying errors and suggesting improvements to ensure accuracy and compliance with **Service Desk** standards.

EDUCATION

Software Engineering Technology - Artificial Intelligence (Advanced Diploma)

Jan. 2023 – Dec. 2025 (Expected)

Centennial College, Toronto, ON

GPA: 4.32/4.5 (A+)

- Programming (Java, C#) | Data Structures & Algorithms | Advanced Database | IT Project Management
- Neural Networks | Supervised & Unsupervised Learning | Cloud Machine Learning | Deep Learning | NLP & Rec.
- Web Application Development | Mobile Apps Development | Client-Side Development
- Software Testing & QA | Unix/Linux OS | Software Systems Design | Networking for Developers

ACADEMIC AND INDUSTRY PROJECTS

- **AI Web Tool:** Designed UI with Figma & Balsamiq, implemented GUI in Tkinter, and improved ticket triage efficiency by 30%
- **Car Rental App:** Led UML modeling & documentation for a well-structured system design
- **Web Tools:** Developed interactive apps (multiplication table generator, bug smasher game), strengthening frontend skills
- **Naïve Bayes Spam Comment Detector:** Built an NLP model using TF-IDF and Multinomial Naïve Bayes to classify YouTube comments as spam or non-spam
- **Hospital Management System:** Designed a scalable hospital database, automating key processes with PL/SQL

VOLUNTEER EXPERIENCE

Support Volunteer

Aug. 2021 - May 2022

Interact Club of Bishkek – Rotary International, Bishkek, Kyrgyzstan

- Provided **IT support & software troubleshooting** for team members
- Led **fundraising projects** and organized **10+ community events**, increasing outreach by **50%**