Agnila Barua

✉ M4B, Toronto, Ontario

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Skill

Oral, written, interpersonal communication

Critical Thinking, Problem solving

MS office tool, Java, JavaScript, HTML,CSS

Project Management

Technical Support

Operational Efficiency

Administrative Task Management

Customer Focus

Accurate Processing
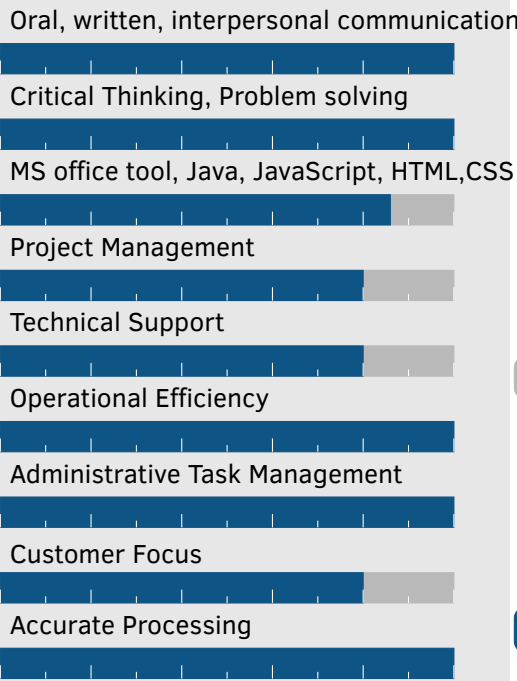
(*)[The skill scale is from 0 (Fundamental Awareness) to 6 (Expert).]

About Me

Seeking to leverage organizational and technical skills to provide high-level customer support to Scotiabank. Graduated with honors in a Master of Applied Science program in Electrical Engineering from the University of Windsor.

experience

Jan 2024	**Volunteer, UI Developer Assistant, Buddhist Soceity of Ontario**	Toronto
	Provided support for debugging and troubleshooting UI components. Assisted with consultation on EC2 purchase with DNS name according to the budget	
May-Aug '23	**Amazon Web Service Trainee, Youth Employment Service**	Toronto
	Enhanced business flows by assessing operations & enhancements. Improved development processes through regular mentoring on patterns and practices. Architected centralized monitoring, logging, and reporting	
Jan-May '23	**Instructor, Institute of Robotics & Intelligent System**	Toronto
	Created project content as per the preference of TDSB school and teacher. Conducted EV3 classes in different TDSB schools, teach multiple sensors usage with applications. Cost calculation for content change purpose. Delivered fast and friendly service to handle questions and service complaints. Delivered exceptional customer service to bolster strong relationships and build positive experiences.	
Feb '20-'23	**Graduate Research Assistant, University of Windsor**	Windsor
	Designed and implemented experiments relevant to research topic. Taught undergraduate courses and provided mentorship to students. Maintained accurate records of experimental procedures, results, and observations. Participated in departmental seminars, meetings, and other events. Developed ideas in logical sequence leading to validated conclusions.	
2019	**Graduate Teaching Assistant, University of Windsor**	Windsor
	Assisted professors in teaching Circuit Analysis and General Engineering Mathematics. Utilized learning management systems LMS like Blackboard for organizing course content and communication with students. Held office hours to address individual student needs and concerns. Proctored and Graded all assignment and final exam papers. Implemented various teaching strategies to accommodate diverse learning styles in students.	

education

2019-2022	**M.A.Sc. in Electrical Engineering**	Windsor
	University of Windsor	
2012-2017	**B.Sc. in Electrical & Electronics Engineering**	Bangladesh
	Chittagong University of Engineering & Technology	

publications & certifications

2023	Amazon Web Service Cloud Practitioner
2023	A Novel Multi-Mode OFDM with Index Modulation published in ProQuest, Scholarship Uwindsor
2017	Performance Investigation of OFDM-FSO System under Diverse Weather Conditions of Bangladesh in IJECE

awards

2020	Golden Key International Honors Society

Recommendation

Available on request.