Ahmad Zaki

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EDUCATION

York University　　　　　　　　　　　　　　　　　　　　　　　　　　Expected Dec 2026
Honours Bachelor of Science in Computer Science　　　　　　　　　　　　　　　　*Toronto, ON*
Courses: Data Structures, Database Systems, Big Data Systems, Operating System Fundamentals, Building E-Commerce Systems, Object-Oriented Programming

EXPERIENCE

Technical System Analyst　　　　　　　　　　　　　　　　　　　　Sep 2025 – Dec 2025
Royal Bank of Canada　　　　　　　　　　　　　　　　　　　　　　　　　　*Toronto, ON*

- Resolved **100+ cloud support tickets** over **70 days** by diagnosing pipeline failures, configuration issues, and access problems, helping cut turnaround time and keep critical applications running smoothly
- Identified **edge-case failures** in shared **IaC pipelines** for deploying **Azure and AWS resources**, and documented fixes and workarounds, enabling **20+ engineers** to resolve recurring issues more quickly across teams
- Supported cloud application reliability across **Azure**, **AWS**, and **Databricks** by monitoring pipelines, troubleshooting deployment issues, and maintaining system stability
- **Improved support consistency** by **updating team playbooks** with new troubleshooting steps based on resolved cases, helping engineers **resolve recurring issues faster**

PROJECTS

AI Content Generator Saas | *React, TypeScript, Tailwind CSS, Supabase(PostgreSQL), Stripe, OpenAI API*

- Developed a SaaS website using **React, Shadcn, Tailwind CSS** for frontend, and backend in **TypeScript**, integrating open-source AI APIs for generating images, audio, code snippets, and conversations
- Implemented user authentication with **Clerk**, payment processing with **Stripe**, and customer support with Crisp chat, utilized **Prisma for PostgreSQL** to track user usage
- Executed API requests with **Axios** to interact with **ChatGPT 3.5-turbo**, **DALL-E**, and **Replicate AI**

Media Storage Hub | *Angular, TypeScript, AWS, Amplify*

- Developed a web app for the storage of media files, featuring exportation with unique identification tags
- Leveraged **AWS services including S3, Lambda, and DynamoDB** for storing, retrieving, and tracking of media files with external metadata
- Employed **AWS Amplify** for user management, while integrating Amplify CLI for efficient **CI/CD** workflows
- Crafted a responsive UI with **lazy loading** while ensuring efficient application state management with NgRx

Smart Pantry Tracker | *React, JavaScript, Firebase, OpenAI API*

- Built a dynamic pantry tracker using **React** and **Material-UI**, leveraging **Firebase** for real-time database management and state synchronization
- Integrated **OpenAI ChatGPT-4o mini** API to suggest recipes based on available pantry items, enhancing user experience with personalized recipe recommendations
- Implemented user-friendly search functionality and item quantity adjustment features, including seamless add, remove, and update operations for pantry items

LEADERSHIP

Event Manager - Model United Nations | *Jubail International School*　　　　Oct 2021 - Feb 2022

- Managed a team of individuals to communicate, coordinate and execute a in person event, attracting over 150 attendees
- Designed and implemented a structured leadership framework, defining clear roles and responsibilities for team members, improving overall team efficiency.
- Assisted and facilitated various event planning activities, attending meetings to set goals, track progress, and manage resources, ensuring the smooth execution of the MUN event

TECHNICAL SKILLS

Languages: Java, JavaScript, TypeScript, SQL, PostgreSQL, HTML, CSS
Frameworks: React, Angular, Next.js, Tailwind CSS, Node.js
Developer Tools: Azure, AWS (Amplify, DynamoDB, S3, Lambda), Terraform, Jenkins, Git, IntelliJ