

Fathima Amra Badurdeen

Kitchener, ON | Phone: 647-936-6931 | Email: amrasaeed.eng@gmail.com

LinkedIn: <https://www.linkedin.com/in/amra-badurdeen>

Analytical and results-oriented Software Engineering **Co-op student** with expertise in **data analytics**, data visualizations, modeling, and reporting, proficient in **SQL, MySQL, MongoDB, Python**, and **Excel**. Experienced in database management, troubleshooting, and technical support, and skilled at generating actionable insights from datasets while leveraging strong communication and collaboration abilities demonstrated through 5+ years of professional experience in customer-facing and technical roles.

HIGHLIGHTS OF QUALIFICATIONS

- 5+ years of professional experience in software development, IT technical support, and customer service, with strong problem-solving and analytical skills.
- Current student of Software Engineering Technology (Co-op) Advanced Diploma, holding a **Bachelor of Science in Software Engineering**, and actively developing skills in **data analysis tools** such as **Power BI**.
- Proficient in database management, data manipulation, and reporting, with experience using **SQL, MySQL, and MongoDB**.
- Developed and maintained software applications using .NET, C#, Java, and Python, gaining hands-on experience in coding, debugging, and system optimization.
- Strong communication and collaboration skills, able to work independently or in teams to deliver results in dynamic environments.

TECHNICAL SKILLS

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|---|---|
| Programming Languages : | Python, Java, C#, ASP.net, JavaScript, PHP, HTML/CSS |
| Database Management: | SQL, MySQL, MongoDB, database querying & manipulation |
| Data Analysis & Visualization Tools: | Power BI |
| Frameworks & Libraries: | .NET, Node.js, React, jQuery |
| Development Tools: | Git/GitHub, Visual Studio Code, NetBeans, Eclipse |
| Cloud & Other Technologies: | Google Cloud, Kanban, Jira, Trello, MS Office |

EDUCATION

Software Engineering Technology (Co-op) Advanced Diploma

Sept 2024 – Present

Centennial College, Toronto, ON

Key Courses:

- Advanced Database Concepts
- Data Warehousing and Predictive Analytics
- Linear Algebra and Statistics
- Software Development Project
- API Engineering and Cloud Computing
- Software Testing and Quality Assurance

BSc (Hons) in Software Engineering

Jan 2013 – Mar 2016

Cardiff Metropolitan University, United Kingdom

PROFESSIONAL DEVELOPMENT

- | | |
|---|---------|
| • Python for Data Science, AI & Development Coursera (Remote) | Present |
| • Microsoft Power BI Data Analyst Coursera (Remote) | Present |

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ACADEMIC PROJECTS

Online Shoe Store Database

- Designed and implemented a SQL database for an online shoe store, organizing customer and sales data.
- Maintained product and inventory datasets, enabling efficient tracking of stock and order trends.
- Developed shipment and return tracking processes, providing actionable insights for operational improvements.

Asset Management System Centennial

- Developed a Software Requirements Specification (SRS) for a College Asset Management System (AMS) to streamline asset tracking, check-in/check-out, reservations, RFID monitoring, and maintenance.
- Designed ERD, use case, sequence, and class diagrams to model system workflows and relationships.
- Demonstrated skills in system analysis, database design, and process optimization applicable to data and software projects.

RELATED EXPERIENCE

Software Engineer Intern

Jan 2016 – Apr 2016

ICBT Campus, Sri Lanka

- Developed and optimized SQL databases to manage employee and payroll data, ensuring accuracy and integrity.
- Automated HR reports and dashboards using SQL and C#, enabling tracking of performance, absenteeism, and payroll trends.
- Analyzed employee and payroll data to generate actionable insights for HR decision-making.
- Collaborated with cross-functional teams to identify process inefficiencies and implement data-driven solutions.
- Documented database structures, workflows, and reporting processes to support future analytics and system enhancements.

OTHER WORK EXPERIENCE

Bill Gosling Outsourcing – Toronto, ON (Remote)

Technical Customer Support Representative – Multi Health Systems (MHS)

Dec 2022 – Dec 2024

- Resolved software, hardware, and platform issues, guiding users through solutions and ensuring accurate data tracking via ticketing systems.
- Maintained user profiles, processed orders, and achieved top agent KPIs with 100% QA rating.

Customer Service Representative – Service Ontario (Vehicle & Health Card Services)

Sep 2022 – Dec 2022

- Managed inquiries and escalations for vehicle, license, and health card services, resolving 130+ cases weekly.
- Guided clients through online systems, maintaining high satisfaction and team productivity.

Customer Service Representative – Service Ontario (Small Business Grants)

Feb 2021 – Aug 2022

- Assisted businesses with COVID-19 grant applications, troubleshooting technical issues and improving client success rates.
- Recognized as a top performer for quality and customer service excellence.