Amr Raayed Nayel

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EDUCATION

University of Guelph   Guelph, ON
Bachelor of Computer Science

EXPERIENCE

Digital Accessibility Analyst/ Desktop Support
University of Guelph CCS IT Department   *Guelph, ON*
- Managed tickets using FootPrints, resolving issues efficiently and ensuring compliance with AODA standards
- Developed and maintained accessibility resources on SharePoint and CourseLink for faculty, staff, and students
- Conducted training sessions on creating accessible content, including documents, multimedia, and web materials
- Utilized SiteImprove to perform web accessibility audits, optimizing compliance across University websites

Desktop Support/ Front Office Associate
Delta Guelph Hotel and Conference Centre   *Guelph, ON*
- Managed office technology by overseeing the setup and maintenance of printers, routers and other equipment
- Troubleshot software bugs, including Opera PMS errors, to enhance efficiency and reduce downtime
- Resolved technical guest issues, ensuring prompt solutions and contributing to high guest satisfaction
- Administered and optimized user account configurations and access controls within the Opera PMS system, ensuring robust security and operational efficiency

Guest Registration Staff
University of Guelph, Student Housing   *Guelph, ON*
- Utilized university software, StarRez, ensuring smooth and organized workflows at Student Housing
- Created and maintained data entry logs for over 700 residents
- Registered guests and updated registration info
- Managed database systems for operational data

PROJECTS

MyPortfolio | *HTML5, CSS, JavaScript*
- Crafted a personal portfolio website with custom CSS for optimal viewing on multiple devices
- Combined HTML, CSS, and JavaScript with Typed.js to animate text and enhance UI elements
- Implemented interactive JavaScript functions for toggling visibility of projects and experiences, improving site navigation and user experience
- Employed advanced CSS features such as flexbox, media queries, and pseudo-elements to create a visually appealing and functional layout

Investment Management System | *Java*
- Applied Object-Oriented Programming principles, including encapsulation and polymorphism, to create a modular and maintainable system
- Developed an investment management portfolio with functionality to buy and sell stocks, investments and shares
- Implemented search functionality to filter investments and shares based on price and quantity
- Designed a user-friendly dashboard to store and display investment data dynamically

Ancient Artifacts Webdesign | *HTML5, CSS*
- Designed a website using HTML/CSS with an ancient theme, with information and images of medieval artifacts
- Applied HTML for structure and CSS for styling, ensuring an intuitive user experience and visual consistency
- Created a fully functional homepage and two additional content-rich pages, with a focus on responsive design
- Integrated high-quality images and detailed descriptions of artifacts to enhance user engagement

TECHNICAL SKILLS

Languages: C, Python, Java, JavaScript, HTML5, CSS, R, SQL, Latex
Developer Tools: VS Code, CodeBlocks, PyCharm, SublimeText, Git, Visual Studio, WordPress, EASy68k
Skills: Object Oriented Programming, Data Structures, Troubleshooting, Active Directory, Hardware Diagnostics
Software Efficiency: SharePoint, SiteImprove, Vercel, Marsha, Office 365, Drupal, OperaPMS, ActiveNet, StarRez, MGScloud, Linux, R-Studio, WindowsOS, WindowsCMD, Powershell, Terminal