Arfaz Hossain

4098 San Capri Terrace
Victoria, BC
V8N 2J6

(250) 880 8402
github.com/arfazhxss
linkedin.com/in/arfazhussain
arfazhxss.com/#portfolio

July 13, 2023

Operto Guest Technologies
<u>Division: Operto Vancouver</u>
Victoria, British Columbia

Dear Hiring Manager:

I am writing to apply for the Junior IT Support Co-op at Operto Guest Technologies. As someone who is always eager to learn and grow in my field, I believe that this is an excellent opportunity to gain valuable experience and enhance my skills in software development.

I have a fascination for developing graphical web, desktop and mobile applications, and I am continually learning skills through my personal interests and hobby projects outside school. In my GitHub portfolio, I have a collection of development projects ranging from an iOS weather application, 2D and 3D graphical applications in OpenGL, C++ and C#, to web development projects mostly in JavaScript and React. During my first year, I gained valuable experience in the food and beverage industry by working as a customer service representative and grocery clerk. This helped me gain a lot of transferrable skills in my second year as I began to work in teams and group projects. I have a passion for designing and developing user interfaces and have a strong interest in developing and maintaining graphical applications in the future.

In considering the alignment of responsibilities between an IT Support Intern and my own qualifications, I have experience in a customer service environment before and during the start of my academic studies at University of Victoria. I have employed my technical skills in my customer service roles to help automate tasks in my previous workplace. Although I do not have a direct experience in an IT Support or ticketing environment, I am eager to learn the important skills that comes with this role. I am proficient in configuring and troubleshooting both Windows and macOS devices. Currently I have been working as a Software Development Engineer with the ground support team at UVic Rocketry in the Xenia-2 project. While I may not possess extensive experience, I am adaptable and always eager to learn and am confident that I can quickly gain familiarity with any new tools or techniques necessary to excel in this role.

Given my current work-term setup, I am available for an 8-month co-op term and would be open to the possibility of participating in two consecutive terms and relocation. Thank you for considering my application. I look forward to the opportunity to further discuss my skills and experience with Operto Guest Technologies.

Most Sincerely,

Arfaz Hussain

Arfaz Hossain (He/Him)
2nd Year Software Engineering (BSEng) Student,
University Of Victoria

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arfazhussain@uvic.ca

EDUCATION

University of Victoria
Bachelor of Engineering (B.E.) in Software Engineering **Sep 2021 – Present**

PERSONAL PROJECTS

Weather App (Swift) Mar 2023 – May 2023
github.com/arfazhxss/weatherappvariants
▸ Designed and developed a simple weather application that utilizes the OpenWeather API to provide real-time weather information based on the user's current geolocation coordinates, parsing weather data from JSON files and implementing hierarchal designs based on the collected data.

Rubik's Cube 3D (OpenGL, C++) Feb 2023 – May 2023
github.com/arfazhxss/opengl
▸ Developed a 3D Rubik's Cube simulator in C++ using OpenGL C libraries (GLUT, GLFW and GLM) with keyboard polling for rotational control and GLSL Shader Language for graphics rendering and manipulation.

Autonomous Robot (C/C++) Jan 2023 – Mar 2023
github.com/arfazhxss/robotc
▸ Collaboratively developed and tested precise motor, sensor, and infrared receiver inputs using C language for accurate movement and effective signal tracking of an autonomous robot within a controlled arena.

Web Development Projects Dec 2022 – May 2023
github.com/arfazhxss/arfazhxss.github.io
▸ A list of personal projects I have worked on, as part of my learning milestones for JavaScript, TypeScript, ReactJS, NodeJS and ExpressJS: 'The Dice Game', 'The Number's Game', 'To Do List' (ReactJS).

Portfolio Website (HTML, CSS, JavaScript) Sep 2022 – Mar 2023
github.com/arfazhxss/portfolio-website | arfazhxss.com
▸ Designed a responsive mobile-first portfolio website utilizing semantic HTML, CSS, Bootstrap, jQuery, and JavaScript with a focus on mobile-first approach, user experience, and accessibility.

Tic Tac Toe (C++) Oct 2022
github.com/arfazhxss/miniprojects/
▸ Developed a C++ command line interface version of the *Tic Tac Toe* game featuring a 3x3 grid, two players (X and O) taking turns entering positions, and conditional logic in determining the winner of the game or a tie.

T-Rex Game (Java) Aug 2022 – Oct 2022
github.com/arfazhxss/t-rex
▸ Built a Java-based version of the popular T-Rex game, utilizing Java Swing library for the user interface and object-oriented principles.

WORK AND VOLUNTEERING EXPERIENCE

Software Engineer, Ground Support | University of Victoria Rocketry **Mar 2023 – Present**
▸ Implementing React components on Xenia-1 (Rocket) based on Figma designs, utilizing PostgreSQL and MongoDB for backend database management.

Graphics Coordinator | UVic Engineering Students' Society **Jan 2023 – Present**
▸ Designing visual resources for posters, social media posts, among other promotional materials, while managing office hours to ensure the availability of the student lounge.

Customer Service Desk, Grocery Clerk | Save-On-Foods **Apr 2022 – Oct 2022**
▸ Worked in a team of 6 to 12 members, overseeing store operations, ensuring daily needs were met with demonstrated exceptional customer service by addressing 50 inquiries per shift, achieving a 96% satisfaction rate, while efficiently managing inventory with accurate records and timely merchandise management.

<u>Other Experiences</u>: **Customer Service (Tim Hortons), Rescue Volunteer (Bangladesh Animal Welfare Organization)**

KEY COMPETENCIES

Programming Languages: C, C++, Java, Python, Kotlin, HTML/CSS, JavaScript, Swift, Bash
Frameworks and Libraries: React, jQuery, JUnit, Gradle/Maven
Graphics API: Vulkan, OpenGL, WebGL, OpenXR **Databases**: MongoDB, SQL
Miscellaneous Tools: Git, Linux (Fedora), IntelliJ, Android Studio, XCode