







# Omar Halbouni

## Java Developer | Hybrid App Developer

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## Education

2016 Bachelor of Computer Science at Univeristé de Montréal  
2011 Diploma of College Studies in Pure and Applied Science at Bois-de-Boulogne

## Skills

**Programming Language :** C/C++, CSS3, HTML5, Java, Javascript, PHP, Python, XML, VBA  
**Frameworks :** Android, AngularJS 1 & 2, Bootstrap 3, jQuery, Ionic  
**Database :** Oracle Database (SQL), MySQL, Cloudant NoSQL, Firebase, PouchDB  
**Development Tools :** Eclipse, Visual Studio Code, git, Oracle SQL Developer, JasperSoft Studio, Microsoft SQL Server Studio Management,  
**Operating System :** Mac OS, Windows, Linux

## Work Experience

Today June 2017	<b>Software Support Specialist, Nexius, Montreal</b> Create KPIs reports that display an overview of the mobile usage of the employees of different companies. <ul style="list-style-type: none"><li>➤ Perform production support activities which involve assignment of issues and issue analysis and resolution within the specified SLA's</li><li>➤ Provide daily support with resolution of escalated tickets and act as liaison to business and technical leads to ensure issues are resolved in a timely manner</li><li>➤ Suggest fixes to complex issues by doing a thorough analysis of root cause and impact of the defect</li><li>➤ Coordinate with Application Development Team to successfully deploy software releases in both User Acceptance Testing and Production environments</li><li>➤ Efficiently do multitasking where the job holder will have to handle multiple customer requests from various sources.</li></ul> <div>C# SQL Outlook</div>
June 2017 October 2016	<b>SQL and Reports Developer/IT Consultant, Mobile Maestria, Montreal</b> <i>IT Specialist</i> for McKesson Canada <b>SQL and Reports Developer</b> Create KPIs reports that display an overview of the mobile usage of the employees of different companies. <ul style="list-style-type: none"><li>➤ Analyze and understand the structure of a large databases containing multiple views and procedures.</li><li>➤ Formulate the appropriate SQL queries to filter the required information to create the graphs of the report.</li><li>➤ Design the report with graphs and charts using the Jasper tool.</li><li>➤ Confirm the validity of the information present in the database and in the reports.</li></ul> <b>IT Consultant</b> Take care of McKesson's employees' mobile inquiries and provide support for the different technical problems they face with their corporate phones. <ul style="list-style-type: none"><li>➤ Handle different type of requests (new employee setups, damaged phone, unlock devices, bill questions, technical questions)</li><li>➤ Manage inventory of devices and accessories. Prepare new phone orders, send them to different facilities.</li><li>➤ Technical assistance for iOS and Blackberry devices.</li><li>➤ Improve business processes and document them.</li><li>➤ Familiarize with business policies to make sure they are applied and respected.</li></ul> <div>Java XML Jasper SQL Outlook Microsoft Excel</div>

July 2015  
May 2013

### Customer Relation Representative, Fido, Montreal

Deliver a great customer service by establishing a good connection with the customers by determining their needs and offering them an adapted solution.

- Training of several weeks focused on the proper way to engage with the customer to deliver the best customer service experience.
- Multitasking is required to be able to speak to the client while documenting his issue, looking up the necessary information in order to help him and make the adjustment to his account.
- With limited offers for clients or some cases where the outcome is not as the client expected, strong people skills is required in order to present your solution while maintaining the customer satisfied and assuring a good overall impression of the company.
- Different weekly/monthly objectives to reach in terms of sales, call time, quality, save rate and more.

## Projects

Professional

### Daycare Management System

Handle the administrative portion of the daycare by automating the production of the necessary documents for the government.

- It was initially developed as a web page using Bootstrap and JQuery, but I then transitioned to hybrid for a better use on mobile and tablet.
- Firebase was used as the database to store and collect the data in order to fill the required fields in my PDFs.
- A server was created using ExpressJS, which produces upon request, the PDFs and send them by email to the user.

[Ionic 2](#) [AngularJS 2](#) [NodeJS](#) [ExpressJS](#) [Firebase](#) [Bluemix](#) [PDFtk](#)

Professional

### Library Management System

Mobile application developed to manage a small library of a student association by managing the books that were borrowed/returned through a system of QR codes.

- The database provided was all in an Excel SpreadSheet. I've exported it to a NoSQL database to facilitate data manipulation.
- Scanning QR code option integrated into the application.
- I've also written a script in Python to automate the creation of the QR codes for each book in the database using a unique ID. In order to do that, I've done some web automation using Selenium.

[Cloudant NoSQL](#) [Ionic 2](#) [AngularJS 2](#) [Selenium](#) [JSON](#) [PouchDB](#)

Personal

### AquaFill - Water Fountains Locator

AquaFill is an Android application which locates water fountains, developed during a hackaton (Aquahacking) in a team of 2.

- We initially developed a hybrid app using the Ionic framework, but then due to performance issue (map caching), we moved to native(Android) instead.
- Some of the data was provided to us by the city of Montreal (JSON, CSV).
- The database was created using Cloudant (NoSQL), provided to us through IBM's Bluemix platform.
- We used Postman to test our database.
- Design of our application was based on Google's Material Design principles.
- Git was used to share the project and manage the versions.
- Multiple Google APIs were used to retrieve and display informations on the map.

[AJAX](#) [Android](#) [Bluemix](#) [Cloudant NoSQL](#) [Git](#) [CSV](#) [Google Maps API](#) [JSON](#)

Personal

### Flight Price Monitor

Script that monitors flights' prices in regular time interval to find the best price in a determined period.

- A text message is sent to the user once a flight corresponding to the desired criteria has been spotted.

[Selenium](#) [Cron](#) [Python](#) [Twilio](#)

## Professional

### Fido Offers Manager

Application created with VBA in Excel that presents the offers available for a particular customer based on his loyalty and other factors.

- › Collect information from the Rogers intranet.
- › Process the data collected in a pseudo-database in Excel.
- › Present the information in a user-friendly format.
- › Generate a log of the offer made to the client once done to include it in a different system we were using.

VBA

## Academic

### Product Inventory

Create an Android application in a group of 4.

- › Extract information from the eBay API.
- › Process the data received in JSON and place them in a MySQL database.
- › User tests and improvements based on the feedback received.
- › Report and presentation of our app.

Android

MySQL

eBay API

## Language

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French



English

