

REDA AGOURRAM

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PROFESSIONAL SUMMARY

Results-driven software developer with hands-on experience in web and mobile application development. Skilled in full-stack development, proficient in languages such as Swift, Python, JavaScript, and C++, with a solid understanding of database management and version control systems. Proven ability to collaborate effectively in cross-functional teams, deliver innovative solutions, and adapt to new technologies.

EXPERIENCE

Hudson County Community College Technology Associate

November '20 - Current

Provide assistance to library patrons in utilizing technology resources.

- Provide excellent customer service by assisting library users with technology-related inquiries.
- Troubleshoot and resolve technical issues to enhance the overall user experience.
- Work closely with library staff to ensure seamless integration of technology with library services.
- Collaborate with IT professionals to address technical challenges and maintain the library's technological infrastructure.

UPS

May '22 - Dec '22

Software Engineer Co-op

Conducted testing and deployment of applications on test servers and production servers

- Collaborated on a project aimed at tracking the work efficiency of UPS agents
- Developed a system to record customer-agent calls and applications opened during calls
- Integrated Java and Python technologies seamlessly within the development environment, leveraging the strengths of each language for specific project requirements.
- Conducted performance tuning and optimization of database queries in MySQL, significantly improving application responsiveness.
- Coordinated with cross-functional teams to ensure timely and accurate delivery of project requirements
- Shared technical solutions and innovative ideas with the broader team through engaging in design reviews, code reviews, and show-and-tell sessions.
- Actively contributed to developing solutions for intricate problems, emphasizing problem-solving skills and a proactive approach.

Environment: Java, Python, MySQL, Git

Bits To Byte, Remote

May '19 - Sep '20

Software Developer

- Contributed to the development of responsive mobile applications using Swift, Cocoa Pods, HTML5, Javascript and RESTful API.
- Assisted in the design and implementation of user interfaces, ensuring a seamless user experience.
- Collaborated with back-end developers to integrate front-end components with server-side logic.
- Incorporated a variety of third-party software APIs and SDKs—including PayPal, Stripe, Firebase, Google Maps, AWS, and more to enhance application functionality and improve user experience.
- Conducted testing and debugging of the applications to identify and resolve issues using XCTest framework.
- Implemented web accessibility best practices to ensure inclusivity and compliance with standards.
- Used version control systems, such as GitHub, to manage and track changes to codebase.
- Developed dynamic web applications using PHP for server-side scripting.
- Researched and implemented new technologies and tools to improve the efficiency and effectiveness of web development processes.
- Documented technical specifications and procedures to support ongoing maintenance and future development efforts.
- Participated in team meetings and brainstorming sessions to contribute ideas and solutions for project challenges.
- Showcased problem-solving abilities by recognizing and addressing technical issues, enhancing code efficiency and deploying scalable solutions.

Environment: SwiftUI, UIKit, XCTest, PHP, CSS, SQL, Python, HTML, RESTAPI, JavaScript, Git

Fitele Conseil, Marrakech, Morocco

June '15 - Feb '17

Junior Software Developer

- Assisted in the development of C++ applications, including design, coding, testing, and debugging.
- Implemented new features and enhancements, following established coding standards and best practices.
- Worked with senior developers to understand and resolve technical issues in C++ code.
- Participated in code reviews to ensure code quality and adherence to project requirements.

- Collaborated with team members to identify and implement optimizations to improve application performance.
 - Contributed to the development of a cross-platform C++ application, ensuring compatibility and consistency across different operating systems.
 - Researched and implemented third-party libraries and tools to enhance application functionality and development efficiency.
 - Documented code and processes to facilitate future maintenance and knowledge sharing within the team.
- Environment:** C++, Visual Studio, Windows

ACADEMIC PROJECTS

ClusterCapacity planning tool - UPS

Fall 2022

- Developed frontend and backend using PHP, javascript, MySql.
- Conducted comprehensive assessment of business rules to identify areas for optimization and improvement.
- Conducted what-if analysis to evaluate the impact of proposed changes and inform decision-making process.
- Designed and implemented a feature for adding and removing VMs/nodes to increase the scalability and flexibility of the system.
- Designed and integrated an Excel export feature for easy data extraction and analysis.
- Developed a customer-friendly dashboard with intuitive data visualization and a user-friendly interface.

Environment: Visual Studio, PHP, HTML, CSS, Javascript, MySQL

Grading Website

Fall 2023

- Designed and implemented a comprehensive grading website using a technology stack that includes HTML, CSS, JavaScript, MySQL, and PHP.
- Developed a robust API in PHP to facilitate data exchange between the front-end and back-end components seamlessly.
- Completed the refinement of an application utilizing Visual Studio Code and JSON to manage, correct, and grade students' exams on the NJIT web server.

Environment: VisualStudio, PHP, HTML, CSS, Javascript, MySQL

iOS Chat App

Spring 2023

- Creating the Chat App using Swift, UIKit and Xcode.
- Developing UI using storyboard.
- Managing & securing user credentials using FirebaseAuthentication Storing and retrieving the data exchange between users using Firebase Real- time database.

Environment: Swift, UIKit, Xcode, JSON, GoogleFirebase

2D Games - Tic Tac Toe and Snake Game

- Developed a TicTacToe game that provides the user with Two modes: Two Players Mode, where the user can play against their friend.
- One Player Mode: This mode offers three levels of difficulty: Easy, Medium, and Hard
- Programmed the famousSnake game.

Environment: Ubuntu, SFML, C++17

TECHNICAL SKILLS

Languages	Swift, SwiftUI, Python, SQL, C, C++, Java, Objective-C, MySQL
Web Technologies	HTML, XML, CMS, JavaScript, Ajax, jQuery, JSON, Restful API, PHP, Chariot
Databases	Oracle, MS Access, SQL Server, MySQL, Firebase Realtime Database
IDE	PyCharm, SQL Developer, XCode, NetBeans, Visual Studio, phpMyAdmin, Navicat
Cloud Storage	Amazon Web Service, Firebase,
Design Tools	Sketch, Figma, Sketchbook Pro
Defect tracking	JIRA

Collaboration Tools	Confluence
MS Office	Excel, PowerPoint, Word, Numbers, Keynote, Pages
Operating Systems	Windows, MacOS, Linux
Adobe Suite	Adobe Acrobat DC, After Effects, Adobe Dreamweaver

EDUCATION

New Jersey Institute of Technology, Newark, NJ, USA
Bachelor of Computer Science (BS) | GPA 3.8

Summer '23

CERTIFICATIONS

AWS Cloud Practitioner: CLF-C02
Intermediate Android Development CodePath.

February '24
Spring '23