

ASHIR FAZAL

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[GitLab](#) | [LinkedIn](#)

SUPPORTING EXPERIENCE

Vendasta Technologies Inc.

Saskatoon, SK

Software Specialist March 2023 – Present

- Delivered exceptional customer experiences, consistently maintaining a Customer Satisfaction (CSAT) score of over 96% for three consecutive months.
- Exceeded monthly KPIs and scorecard outcomes while independently resolving complex technical requests.
- Worked with front-end technologies and technical tools, including BigQuery SQL, Postman APIs, and SendGrid.
- Collaborated with development teams to identify, report, and manage platform bugs, contributing to product improvement and technical documentation.
- Proactively coached and mentored team members, conducted training sessions, and created technical documentation to enhance team knowledge and efficiency.

University of Saskatchewan

Saskatoon, SK

On-Site Supervisor Jun 2020 – Jun 2023

- Maintain safe environment and verify that events meet best practice standards
- Develop informative reports for the management

The Mobile Shop

Saskatoon, SK

Mobilist/ IT Support Jun 2020 – Sep 2021

- Assisted customers by using Oracle Database to locate the desired phone over multiple stores all around Canada
- Troubleshoot multiple cellular errors in-person/over the phone
- Operated cash register and point-of-service credit-card system to process cellular activations and customer payments

SKILLS

Programming: Python, Java, SQL, HTML, CSS, JavaScript, Curl, C#, Bash, Assembly, Node.js

Technologies: Google BigQuery, Git/GitHub, Jira, Confluence, Adobe Lightroom, Jupyter Notebook, Linux, Docker, MySQL

Certifications: Google Analytics: Data Everywhere, Standard First Aid – CPR /Secourisme général – certification

PROJECTS

QuerySync, [Part of Vendasta Mentorship Program]

Nov 2024 - in progress

- Designing a user-friendly frontend interface for collecting input parameters and query selection.
- Developing a backend system to automate BigQuery execution and facilitate CSV file generation.
- Implementing frontend-to-backend communication pipelines using REST APIs for seamless integration.
- Adopting Agile methodologies (Scrum) to manage milestones and iteratively deliver functional components.

Chat Manager System, [Link to project repository]

Jan 2022 - April 2022

- Implemented a chat manager system in a team of 3 that allows multiple users to communicate with each other
- Developed the user interface using Java, made use of Threading and Web-Socketing to send and receive messages between different users
- Weekly Scrum meetings to take an Agile approach towards building this project
- Personal role: Group chat feature / Git Manager (started working on it again)

Web-System for CBO, [[Link to project repository](#)]

Sep 2021 – Dec 2021

- Developed a 3-tier web system that allows people to sign up for different volunteering opportunities available by different community organizations
- Implemented Server-Client technique using JavaScript, Node.js, HTML, and CSS
- Built RESTful API using Express.js to support web application
- Used MySQL to create the required database and had Bootstrap designs to implement the right widgets

Zelda for Game Mechanics, [[Link to project repository](#)]

Sept 2021 – Dec 2021

- Built a game from scratch in a team of 6 which tests users their survival ability on increasing difficulties as they clear each round
- Created design storyboards during meetings to decide on what gaming pattern would appeal an ordinary gamer
- Developed and tested the entire game in Unity and applied additional features through the generated source code in C#
- Personal role: Game's User Interface, settings, and Save/Load System

EDUCATION**University of Saskatchewan**

Saskatoon, SK

Bachelor of Computer Science, Minor in Mathematics

Relevant Coursework:

Data Structures and Algorithms, Theory and Application of Databases, Automata and Formal Languages, Computer Organization and Architecture, Computer Vision and Image Processing, Cloud Computing, Full-Stack Programming

ASSOCIATIONS**UofS UX Collective** February 2022 – June 2023**Elevation Aviation** July 2022 – June 2023***References to be provided upon request**