

# Hashmatullah Ghani

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## EDUCATION

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### University of Virginia

Bachelor - Computer Science

Graduation Date: May 2026

## TECHNICAL SKILLS

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**Languages:** Java, C++, Python, C, JavaScript, TypeScript, HTML, CSS, Assembly

**Frameworks/Libraries:** ReactJS, Node.js, Vue.js

**Developer Tools:** Git, GitHub, IntelliJ, Eclipse, VSCode, Linux, Gradle/Maven, PostgreSQL, JUnit

## EXPERIENCE

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### Rasmus Auctions

IT Help Desk - Woodbridge VA

Feb. 2024 - Aug. 2024

- Provided technical support to **users**, **troubleshooting hardware**, **software**, and **network** issues.
- Assisted with website **maintenance**, ensuring smooth functionality and resolving technical errors.
- Managed user accounts, **passwords**, and access **permissions** to maintain **security**.
- Responded to customer inquiries via **phone**, **email**, and **chat**, offering timely **solutions**.
- Documented common **technical issues** and solutions to improve support efficiency.
- Collaborated with the IT team to **implement** system **updates** and **optimizations**.

### Walmart

Retail Associate - Woodbridge VA

May. 2023 - Aug. 2023

- Provided customer service by assisting with **inquiries**, **troubleshooting** self-checkout systems, and **ensuring** smooth transactions.
- Managed inventory using Walmart's digital systems, enhancing **technical** and **organizational** skills.
- Operated **POS** systems and handled **cash/card transactions**, gaining hands-on experience with **retail software**.
- Resolved **minor** technical issues with **store devices**, improving **problem-solving** skills.
- Collaborated with team members to **streamline** operations and improve **efficiency**.
- Developed strong **communication** and multitasking abilities in a **fast-paced** environment.

## PROJECTS

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### AI Receptionist Chatbot for Plumbing Companies

- Developed an **AI**-powered chatbot using the **RASA** framework for plumbing companies.
- Designed conversation flows to **handle dynamic** and unexpected user **inputs**.
- Implemented **NLP** to detect customer intents and respond empathetically.
- Created custom **Python** actions for managing specific user requests.
- Integrated a **PostgreSQL database** to store customer details for future use.
- Trained the model on limited data to improve **accuracy** and **adaptability**.

### Weather App

- Developed a simple weather application using **HTML**, **CSS**, and the **OpenWeather API**.
- Fetched **real-time weather data** based on **user-inputted** city names.
- Displayed **temperature**, **humidity**, **weather** conditions, and icons dynamically.
- Styled the interface with **CSS** for a clean and **responsive** design.
- Implemented **error** handling for **invalid** city inputs and **API** failures.
- Enhanced user **experience** with a minimalist and **intuitive** layout.