HASNAT ABRAR KHAN

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TECHNICAL SKILLS AND TOOLS

- Languages and Technologies: Java, Python, C++, HTML, CSS, JavaScript, React, XML, JSON, REST, MySQL, MS SQL
- Tools: GIT, Visual Studio, Eclipse, NetBeans, Jira
- Operating System: Windows and Linux

EDUCATION

2014 - 2019	**Memorial University of Newfoundland, St. John's, NL**
	Major: Computer Science
	Degree: Bachelor of Science
	Graduated: December 2019

WORK EXPERIENCE

Jan 2020 - Present   **Support Engineer**
Vocantas Inc., Ottawa, ON, CA

- Troubleshoot technical problems with software, diagnose issues with installation and application, identify sources of problems and offer solutions.
- Assist in maintaining client databases and client servers.
- Analyze usage of customer systems and make sales recommendations according to the result.
- Work with the Deployment team and clients to facilitate internal or third-party software upgrades.
- Train and lead a team of support engineers.

Sep - Dec 2019   **IT/AV Technical Support**
Emera Innovation Exchange, St. John's, NL, CA

- Setting up and checking the in-house IT/AV system.
- Working with the IT/AV system, including webcast and multisite connection.
- Troubleshooting technical issues relating to the system.
- Controlling and monitoring inventory database for the equipment needed at various locations at the Signal Hill Campus.

May 2016 - Apr 2018   **Research Assistant, Dr. Amarjit Singh, Faculty of Education**
Memorial University, St. John's, NL, CA

- Researched cultural and social practices of native and settled Hawai'ians.
- Co-edited "Multiple Perspectives on Education and Society in Newfoundland and Labrador: Vol. 2" with Dr. Amrjit Singh, Joan Oldford, Rob Kelly, Nadeem Saqlain and Amit Sundly.

Jan - Aug 2014   **Rogers Customer Care Representative, Tier 2,**
Sykes Canada, St. John's, NL, CA

- Troubleshot Rogers's service problems and technical disturbances.
- Performed sales and marketing of Rogers' services and products.
- Managed paperwork for payments and collections of services.

ACADEMIC PROJECTS

- Assembling and programming a wall-following robot using C.
- Programming a 3pi Robot to solve a line maze using Pololu AVR C/C++ Library (In C++).
- Developing a 2D puzzle platformer game in a project using C++.
- Implementing a web application by employing client-server architecture that allows users to invoke database queries. The project involved working with Apache, MySQL, and Python.
- Researching various techniques, protocols, and algorithms to detect malware in OS.
- Developing an online quiz application to be used for the university education system using Python and Flask.

VOLUNTEERING & EXTRA-CURRICULAR ACTIVITIES

Aug 2017 - Dec 2019   **President, Bangladesh Students' Association (BSA)**
Memorial University of Newfoundland, St. John's, NL

- Oversaw all activities in the association including all cultural, sports and other events.
- Ensured preparation of association's financial reports.
- Worked to create mutual engagement among Bangladeshi community in St. John's.

Apr 2014 - Dec 2019   **Squad Member, Cricket Newfoundland and Labrador (NLCA)**
St. John's, NL

- Coached school children to promote cricket in the province.
- Served in the provincial cricket team as a regular player.

INTERPERSONAL SKILLS

- Outstanding troubleshooting and technical problem-solving ability.
- Excellent communication and sales-related expertise.
- Multilingual: English, Bengali, Hindi, and Urdu.
- Ability to work efficiently under pressure and adapt to challenging situations.
- Interests: Computer Programming, Drawing, Cricket, Soccer, Travelling, etc.

REFERENCES

- Available upon request.