Inzesh Tahir

Ottawa, Canada. +1 (226)-993-0886. tahi0035@algonquinlive.com.

EDUCATION

Mount Alison University   **Sackville, NB**

Bachelor's in computer science

Algonquin College   **Ottawa, ON**

Web Development and Internet Design diploma   *Graduation Date: Dec 2025*

WORK EXPERIENCE

MAZDA CANADA   **Canada**

IT Support Technician   *Aug 2023 - Jan 2024*

- Provided software, hardware and operational support and instructions to customers experiencing technical difficulties.
- Used HTML, CSS, C#, .NET and JavaScript as developmental tools
- Developed and maintain technical tips, procedures, sources of information and departmental tools. Diagnosis
- system components and recommend solutions to customers and assists customers by answering specific technical questions to help customers.
- Developed exceptional understanding of Server and Operating systems.
- Ability to work with Linux and using Docker.
- Collaborated with cross-functional teams to identify root causes of recurring technical issues, resulting in a 30% decrease in overall ticket volume.

ATIF BROTHERS PVT LTD   **Pakistan**

Jr Web Developer   *Dec 2021 - Apr 2023*

- Developed, maintained technical system and improved the existing systems performance, speed and accuracy.
- Evaluated and managed the development of databases (SQL and Oracle).
- Develop code, tests and debugs software and applications using Java, C++.
- Maintained quality and standard of products and services and ensured continuous improvement in design and new trends and tools.
- Collaborated with cross-functional teams to develop and deploy Python scripts for automating manual tasks, saving the company over 50 hours per week.
- Utilized JavaScript frameworks to enhance website functionality, leading to a 30% increase in user engagement.

UPWORK   **Remote**

Database Administrator   *Jan 2021 - Nov 2021*

- Managed database and worked closely with clients on web-based designs.
- Installed computer systems and executed other duties as instructed by the client.
- Provided In-depth technical and operational support in the database.
- Supported the application development teams in the creation and debugging of SQL queries.
- Developed and maintained documentation, including data flow diagrams, data dictionaries, and technical specifications.

OTHER WORK EXPERIENCES

Algonquin college   **Ottawa, Ontario**

Class peer tutor   *Jan 2024 - Present*

- Assisted students in improving academic performance by providing tailored study plans and exam preparation strategies, resulting in a 20% increase in average test scores.
- Helped students get familiar with Git hub and other learning platforms used at the institute.
- Set up student accounts using developmental tools.
- Used html and CSS to make student cards and transcripts.
- Collaborated with faculty to identify and address student learning gaps, leading to a 10% increase in student satisfaction surveys.
- Implemented a comprehensive assessment and feedback system for student assignments, resulting in a 15% decrease in grade revisions and improved overall assignment quality.

Mount Allison University   **Sackville, NB**

Student support tutor   *Aug 2023 - Dec 2023*

- Assisted with the professor in development and grading of assessments and assignments for a class of 30 students, ensuring timely feedback and improving overall student performance by 15%.
- Created and implemented a comprehensive exam preparation program for a group of 15 students, resulting in a 95% pass rate.
- Helped students with web programming and cross web platforms lab assignments.
- Guided students on how to set up circuit playground using python code.
- Made students familiar with VS code, PyCharm, MariaDB, Data grip, Code pen etc.

Chat R   **Ottawa, ON**

IT technician   *Jan 2024 - May 2024*

- Responding to Troubleshoot and Hardware / software problems in Microsoft, IOS devices.
- Repairing devices and providing exceptional suggestions on better use to customers.
- Gathered up to date knowledge about recent features in each device and new updates.
- Manage and resolve customer complaints and queries independently.

Campus Living Centres   **Ottawa, ON**

Helpdesk IT support   *May 2024 - Present*

- Providing telephone and remote support to students and hotel guests with their devices.
- Installing, setting up and maintaining equipment's and websites for the company.
- Improving and updating the features on the website (Starezz, Shift note) for the workers.
- Delivering exceptional customer service by examining complaints, identifying solutions and suggesting improved methods.
- Helping employees and customers with troubleshoot and resolving system/hardware problems.

COURSES

Coursera   **Canada**

Mobile applications   *2023 - 2023*

- Teaches a series of engaging modules, software design, development methodologies, and programming languages (e.g., C#)
- Developed understanding of the IOS and Android systems.
- Uses Practical assignments and real-world projects to apply your knowledge to solve industry-relevant challenges.
- Focuses on hands-on experience, coding skills and gives insights into software architecture.

Udacity   **Canada**

Robotics   *2023 - 2023*

- Learned how to design a Gazebo model for several projects using C++.
-

Developed knowledge about ROS unified software environment for developing robots in a modular and reusable manner.
- Gathered understanding of Simultaneous Localization and Mapping (SLAM) implementation with ROS packages and C++.

SKILLS

Operating Systems: Proficient in Linux, including experience with Linux Docker and Raspberry Pi Imager.

Databases: Strong knowledge of MySQL and Oracle.

Programming Languages: Experienced in Python, PHP, Java, C#, and JavaScript.

Web Development: Skilled in HTML, CSS, Bootstrap, and web design tools like Adobe Illustrator, Figma.

Version Control: Proficient in GitHub for code management and collaboration.

Robotics and Control Systems: Strong understanding of robotics, control systems, and machine learning.

Cross-Browser Development: Experience in ensuring compatibility across different web browsers.

Market Research: Ability to perform market research to identify and implement innovative techniques.

Soft Skills: Excellent communication skills, able to work effectively with diverse teams, and strong planning and coordination abilities.