

Mohammad Ismail

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SKILLS

TECHNICAL:

- **RDBMS Experience:** Attained an understanding of RDBMS language and more specifically PostgreSQL and MySQL while attending the 48 hour NASA Space Apps 2017 Hack-a-thon and implemented a PostgreSQL database for which queries and scripts were created and executed

INTERPERSONAL:

- **Organized:** Developed organization and time management skills working under high pressure situations, deadlines, and fast paced environments while completing assignments of competing priorities for many courses including CSCA08 and CSCA48 (Computer Science I and II)
- **Customer Service:** Delivered polite and courteous service at Marek Hospitality Inc. through identifying customer needs and assisting in resolving them resulting in satisfied customers. Served 300 plus clients daily, generating over \$900 in revenue per shift
- **Team Oriented:** Exceptional teamwork and adaptability skills, developed and demonstrated through working alongside and with people of various backgrounds and needs, while ensuring company policies and goals were followed and achieved respectively while at Marek Hospitality Inc

EDUCATION

University of Toronto, Toronto, Ontario

September 2016 – Present

- Candidate, Honours Bachelor of Science, 2nd year
- Computer Science Specialist Co-op, Software Engineering

Sir Wilfrid Laurier Collegiate Institute, Toronto, Ontario

September 2012 – June 2016

- Awarded Ontario Secondary School Diploma (OSSD) and International Baccalaureate (IB) Diploma

AWARDS

- Awarded \$5000 William Guy Walton Scholarship – University of Toronto September 2016
- Awarded Honour Roll and maintained $\geq 90\%$ cumulative average annually 2012 - 2016

PROFESSIONAL EXPERIENCE

Marek Hospitality Inc., Scarborough, ON

Team Member – Customer Service Experience

August 2015 – February 2017

- Performed opening shift procedures including cash audits, preparing work area, and assisted and worked with fellow team members
- Delivered excellent customer service to customers and ensured a positive and friendly environment.
- Maintained solid knowledge of products and services available in restaurant while sustaining a clean and stocked work area
- Operated cash register and received payments from customers in cash or credit card through Point of Sale system and accurately counted and provided change to customers as required

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Baker/Key Holder – Opening Shift

July 2016 – September 2016

- Work ethics recognized by manager and was promoted to Baker and received appropriate training for opening, mid-day, and closing shifts over the summer
- Ensured proper safety, safe handling, and corporate procedures were followed always, including when store management was not on duty or unavailable
- Safeguarded company keys and access cards

EXTRACURRICULAR/PROJECTS

LarkData, NASA Space Apps Toronto 2017 Hack-a-thon

April 28-30, 2017

Front End/RDBMS/Back-End – Tool Demo: <http://larkdata.space>

- Implemented and attained knowledge of PostgreSQL and MySQL and successfully created the backend database in PostgreSQL and integrated it into the front-end by creating and executing SQL queries and PHP/HTML, resulting in the successful completion of the project
- Troubleshoot issues and bugs with code and database queries while working with and integrating the databases into the online tool

Lemmy The Lemon, Personal Project

November 2016 & May 2017

Education Supplement Tool – GitHub: [ismailmohammad/lemmy_the_lemon_GUI/](https://github.com/ismailmohammad/lemmy_the_lemon_GUI/)

- Stemmed from a personal project idea which was then implemented to represent my contribution to the student community at UTSC to assist in molding to students' personal study habits.
- Exemplified ability to take on initiative and work independently with a renewed focus to create a easier to use GUI that automates most of Lemmy the Lemon and one that is more visually appealing to use as opposed to its initial console counterpart
- Planned further development for mobile implementation so that students can use video players on mobile devices to view them as a more native approach on mobile opposed to current method

VOLUNTEER EXPERIENCE

The Scarborough Hospital, Scarborough, ON

March 2015 – May 2016

Student Volunteer – Customer Service & Patient Focused – Volunteer Work

- Effectively enforced hospital confidentiality policies for protecting patient data in a safe and responsible manner. Ensured information of patients that requested no visitors was not provided to unauthorized individuals
- Greeted and assisted patients and visitors to the hospital upholding customer service values while positioned in the West Wing Information Booth
- Ensured hospital efficiency through completing support based tasks such as directing patients to correct destinations, gathering wheelchairs for easy accessibility, and transporting patients with care and keeping safety as a priority