Joel Regi Abraham

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HIGHLISHTS

Streamlined deployment of 70+ PCs/laptops in 3 months, resolved 10+ IT tickets/calls daily, and maintained a clean SharePoint and Active Directory infrastructure, reducing employee downtime and increasing team productivity.

EDUCATION

Conestoga College   Waterloo, ON
Bachelor of Computer Science (Honours)   *Jan. 2023 – present*

EXPERIENCE

IT Support Technician COOP   May 2025 – Present
Erb Group of Companies   *Waterloo, ON*

- **Delivered full deployment of 70+ desktops and laptops in 3 months**, installing updates, transferring user profiles/data, and configuring work environments—significantly reducing setup delays and ensuring consistency.
- **Managed 10+ daily support tickets and urgent calls via Freshdesk**, rapidly troubleshooting hardware, software, and network issues to minimize employee downtime and maintain high service levels.
- **Maintained SharePoint and Active Directory environments**, organizing site structures and user accounts to uphold professionalism, security, and ease of access.
- **Optimized help-desk procedures** by tracking ticket trends and implementing process improvements—enhancing resolution efficiency and elevating internal user satisfaction.

Full Stack Web Developer (Freelance)   Jan 2025 – Present
Snyder Tree Removal   *New Hamburg, ON*

- Updated a 10-year-old static website into a modern, responsive, and interactive platform, significantly improving the user experience and aligning with current web standards
- Actively sought guidance from a senior full-stack software developer to align with industry best practices and ensure a professional and robust final product

PROJECTS

Travel Mate | *MERN, MERN, TypeScript, MongoDB, Cloudinary*   Jan 2024 - March 2024

- Developed and deployed a full-stack hotel booking platform with a team of four, integrating Stripe for secure payments and handling 100+ test transactions.
- Reduced image load times by 40 percent through Cloudinary-based optimization and designed scalable RESTful APIs and Mongo schemas.

Calamity Call | *Python, Java, C#, Supabase, FastAPI*   Sept 2024 - Dec 2024

- Built a disaster alert mobile app with FastAPI back-end delivering real-time alerts (latency less than 2s) and secure user authentication via Supabase.
- Automated CI/CD with GitHub Actions and Docker, cutting deployment time in half and improving cross-environment consistency.

TECHNICAL SKILLS

Languages & Frameworks: C++, C, Java, Python, JavaScript (ES6+), TypeScript, React, MERN
Web: HTML5, CSS3, Responsive UI/UX
Backend, APIs: Node.js, Express.js, FastAPI, RESTful APIs
Databases, Analytics: MongoDB, Supabase, Power BI, Azure Databricks
Cloud, DevOps: Azure, Docker, Cloudinary, CI/CD pipelines
Testing, QA: Unit Testing, Test-Driven Development, API testing