

Joseph Diab

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Education

University of Ottawa

BASC IN COMPUTER ENGINEERING, ENGINEERING MANAGEMENT AND ENTREPRENEURSHIP OPTION

Ottawa, ON

Sep 2019 – May 2023

CEGEP de l'Outaouais

NATURAL SCIENCES

Gatineau, QC

Sep 2016 – Jun 2019

Work Experience

Canadian Air Transport Security Authority (CATSA)

IT SYSTEMS SUPPORT

- Provided complete IT technical support services, troubleshooting and system operation
- Created support tickets using a web-based ticketing system to track and deliver services
- Installed, serviced, and configured over hundreds of Windows computers
- Effectively documented incident management requests with their resolution

Ottawa, ON

Sep 2020 – Present

Best Buy

COMPUTER SALESMAN

- Maintained a high volume in sales and services attached in order to achieve monthly objectives
- Welcomed customers in a professional manner and answer their queries about computers
- Maintained a competitive spirit without losing relationships with my colleagues

Gatineau, QC

Jun 2019 – Sep 2020

Skills

Programming Languages: Python, Java, C++, C, HTML, CSS, JavaScript, VHDL
Object-oriented programming: Functions, Pointers, Tables, Dynamic memory allocation, Recursivity
Full-stack development: React.js, Node.js, MongoDB, MySQL
Soft skills: Problem-solving, Communication, Leadership, Time management, Teamwork

Projects

ePortfolio

DESIGNED A PERSONAL WEBSITE TO SHOWCASE MY KNOWLEDGE INDEPENDENTLY ACQUIRED OUTSIDE OF SCHOOL.

HTML, CSS, JavaScript

The Movie Catalogue

CREATED A WEB APP THAT SHOWCASES ALL MOVIES AND PROVIDES A QUICK DESCRIPTION.

React.js, HTML, CSS, JavaScript,
TMDB API

Todo List

A TODO LIST WEB APP THAT ALLOWS YOU TO ADD AND REMOVE ITEMS FROM YOUR TODO LIST.

HTML, CSS, JavaScript, Node.js,
Express.js, Mongoose

PC Assembly

ASSEMBLED AND CONFIGURED A FULLY FUNCTIONAL AND HIGH-END GAMING PC.

Motherboard, PCU, GPU, RAM, SSD,
Windows 10