Joseph **Diab**

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Education

University of Ottawa   *Ottawa, ON*
BASc in in Computer Engineering, Engineering Management and Entrepreneurship Option   *Sep 2019 – Dec 2023*

CEGEP de l'Outaouais   *Gatineau, QC*
Natural Sciences   *Sep 2016 – Jun 2019*

Experience

Service Canada   *Gatineau, QC*
Software Developer   *Sep 2022 – Present*
- Developer for the Web Analytics team. Worked with various programming languages such as PHP, JS, MongoDB, HTML/CSS, Python.
- Managed various projects, such as an upgrade to an existing Page Analytics Tool used by GC employees.
- Created a project plan and coordinated with all teams involved in the upgrade of the product. Wrote user stories on JIRA.
- Gained data-science experience by working with Adobe Analytics, Anaconda, Python, and Pandas.

Canadian Air Transport Security Authority (CATSA)   *Ottawa, ON*
IT Systems Support   *Sep 2020 – Aug 2022*
- 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.

Best Buy   *Gatineau, QC*
Computer Sales Representative   *Jun 2019 – Sep 2020*
- Maintained a high volume in sales and services attached in order to achieve monthly objectives.
- Helped Geek Squad technicians setting up laptops and troubleshooting issues.
- Welcomed customers in a professional manner and answer their queries about computers.
- Maintained a competitive spirit without losing relationships with my colleagues.

Skills

Programming Languages: Python, Java, HTML/CSS, JavaScript, PHP
Database Management: MySQL, PostgreSQL, MongoDB
Frameworks: React.js, Node.js, Express.js
Object-Oriented Programming: Functions, Pointers, Tables, Dynamic memory allocation, Recursivity
Soft Skills: Problem-solving, Teamwork, Leadership, Time management

Projects

ePortfolio   *HTML, CSS, JavaScript*
Designed a personal website to showcase my knowledge independently acquired outside of school.

Page Analytics Tool   *PHP, HTML/CSS, JavaScript, Apache,*
                                                                                                     Adobe Analytics, JIRA, Git
Upgraded an existing page analytics tool used by the Government of Canada.

Fall Detection System   *Raspberry Pi 4, Python, OpenCV,*
                                                                                                     Hardware components
Created a fall detection system using a Raspberry Pi 4, a Touchscreen display, and many more hardware components, that uses Python and OpenCV for fall detection and alerts emergency contacts via 4G network.