

# Joshua Tabazi

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## EDUCATION

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### Carleton University - Bachelor of Computer Science Honours

*Specialization in Software Engineering - Co-op Education Stream*

Ottawa, On

Sep. 2023 – Present

## TECHNICAL SKILLS

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**Languages:** Java, Python, C, JavaScript, HTML/CSS, C++, SQL

**Developer Tools:** Git, VS Code, Visual Studio, PyCharm, IntelliJ, Github

**Soft Skills:** Problem-Solving, Teamwork, Communication Skills, Adaptability, Time Management

## PROJECTS

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### AuthDemo2 Web Application | *JavaScript, Deno, SQLite*

- Developed AuthDemo2, a web application demonstrating user authentication and submission handling, utilizing Deno for the server environment.
- Implemented secure user login functionality with session management, enhancing application security and user experience.
- Integrated SQLite database for efficient storage and retrieval of user accounts and submission data.

### Ciena Router Challenge | *Python*

- Simulated the inner workings of a network router by implementing control and data traffic handling logic in Python.
- Designed a stateful routing system capable of processing five core use cases including data forwarding, admin commands via CLI, cron jobs, and recovery from failure.
- Integrated persistent storage and recovery logic to retain router configuration post-crash, ensuring robust fault tolerance.

### Rocket Simulation | *C*

- Developed a multithreaded simulation by working with existing code and implementing dynamic memory allocation and deallocation.
- Reworked the provided simulation to enable multithreading, improving efficiency and performance.
- Created a Makefile to streamline the build process and ensure proper compilation of the simulation.
- Debugged and optimized memory usage to prevent leaks and ensure smooth execution in a multithreaded environment.

## EXPERIENCE

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### Level 1 Analyst (Co-op)

*RCMP Central Help Desk*

May 2025 - August 2025

Ottawa, ON

- Expected to manage and document service requests effectively; contributing to streamlined operations and enhanced user satisfaction.
- Will troubleshoot and resolve user requests via phone and email using a ticketing system; escalating complex incidents to higher-level support when necessary.
- Anticipated to support a high-volume, 24/7 help desk environment; ensuring consistent, professional service aligned with RCMP's mission and security standards.

### Sales Representative

*Rogers Communications*

June 2024 – Present

Ottawa, ON

- Collaborated with customers to identify their needs, providing tailored solutions for mobile, internet, and TV services.
- Utilized internal software to manage customer accounts, track service requests, and ensure accurate billing and data entry.
- Effectively communicated technical information to non-technical customers, improving overall satisfaction and reducing service issues.
- Worked closely with the sales team to resolve complex customer issues, contributing to a positive team environment and customer experience.