

# Kaoutar El Azzab

10205 Saint-Laurent, Montreal, Qc • (438) 401-5772 • kaoutar.elazzab@gmail.com

**Software Engineering student** with over 4 years of combined experience in freelance development and technical support, delivering efficient and reliable software solutions. Strong foundation in object-oriented programming, agile methodologies, and full-stack development across web and mobile platforms. Proficient in Java, C#, Python, and cloud technologies, with a focus on clean code, system scalability, and cybersecurity. Bilingual in English and French, self-driven, and committed to continuous learning and effective team collaboration.

## Experience

MAY 2025 – AUGUST 2025

**Software Developer Intern | Société Générale | Montreal, Quebec**

Created Elasticsearch queries and dashboards to monitor system performance and track user behavior, enabling data-driven insights and proactive issue identification. Developed and maintained legacy Java applications to support their migration to the cloud, utilizing DevOps tools including Kubernetes, Docker, and YAML scripting to automate deployments and improve scalability.

JANUARY 2021 – PRESENT

**Technical Support Specialist | Vidéotron | Monreal, Quebec**

Provided real-time technical support and troubleshooting for software installations and connectivity issues, achieving a 95% client satisfaction rate. Utilized ticketing systems to document support requests and escalations, streamlining issue resolution and improving service delivery. Collaborated with product development teams to resolve complex technical challenges, contributing to system enhancements and ensuring optimal performance and customer satisfaction.

JANUARY 2020 – NOVEMBER 2020

**Software Developer | Premicesoft | Dollard-des-Ormeaux, Quebec**

Developed a mobile app tracking system with real-time map integration using Java, adhering to UML standards and applying object-oriented programming (OOP) principles and the Observer design pattern to improve user experience. Debugged and optimized ASP.NET/C# applications, enhancing functionality and reliability through OOP and design patterns. Collaborated with team members to deliver scalable, maintainable software solutions under tight deadlines, utilizing OOP principles, and API services. Leveraged JavaScript for front-end integration to ensure seamless user interaction and responsiveness.

## Skills

- Programming Languages: Proficient in Java, C++, C#, and Python
- DevOps Tools: Practical experience with Docker, Kubernetes, YAML scripting, and GitHub
- Networking: Strong understanding of TCP/IP, HTTP, and routing protocols
- Databases: Skilled in SQL (PostgreSQL, MySQL, Oracle) and NoSQL (MongoDB, Neo4j)
- Web Development: Experienced with React/Redux, Node.js, and NestJS
- Mobile Development: Knowledge of Java/Android application development
- Methodologies: Hands-on experience with Agile and Scrum for efficient team collaboration
- Core Skills: Strong problem-solving, critical thinking, and communication abilities

## Education

SEPT 2022 – MAY 2026

**Bachelor of Software engineering | Concordia University | Montreal, Qc**

3.0 GPA • Member of WIE (Woman In Engineering association)

JAN 2018 – MAR 2020

**DEC of Computer Sciences | Teccart Institute | Montreal, Qc**

## Projects and Certifications

- **Take & Fly:** Developed a web app to manage local deliveries, improving efficiency by 40% and replacing a WhatsApp-based system.
- **Hackathon Participation:**
  - **ConUHacksI and DevPost hackathons:** Gained experience in rapid prototyping and teamwork.
  - **Lichess API Integration:** Built a relational database (PostgreSQL) for chess data, migrated to NoSQL (MongoDB), and implemented backend functionality with Python.
- **Warzone Game:** Designed and developed a console-based game in C++ using Strategy, Observer, and Adapter design patterns.
- **Certifications:** Microsoft Azure Fundamentals (AZ-900)

## Activities

Literature • Environmental conservation • Martial Arts • Travel