

Kaoutar El Azzab

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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

- Proficient in programming languages: Java, C++, Python, JavaScript/TypeScript
- Experienced in web development with React/Redux, Node.js, and NestJS
- Mobile development knowledge in Java/Android and Flutter/Dart
- Skilled in database management (SQL and NoSQL) and cloud computing (including migration and deployment)
- Hands-on experience with DevOps tools: Docker, Kubernetes, YAML scripting, and GitHub
- Familiar with Agile and Scrum methodologies for effective team collaboration
- Strong problem-solving, critical thinking, and communication skills

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.
 - **YUL Code:** Delivered scalable solutions under tight deadlines, showcasing adaptability.
 - **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) • Security, Compliance and Identity Fundamentals (SC-900)

Activities

Literature • Environmental conservation • Martial Arts • Travel