**Karzan Abd**

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Phone: (905) 518-0500

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## Personal Summary

Innovative and results-driven IT professional with a passion for technology, problem-solving, and system optimization. Adept at designing and implementing efficient software solutions, automating processes, and enhancing security protocols. Highly skilled in cloud computing, DevOps, software development, and database management, with a strong foundation in both backend and frontend technologies. Proven ability to adapt to emerging trends and deliver high-impact solutions in fast-paced environments. Seeking a dynamic role where I can leverage my technical expertise, analytical mindset, and leadership skills to drive innovation and success.

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## Education

Mohawk College, Software Development – Computer Systems Technology        (2024–2027)

*MSc Environmental Engineering and Technology-  University of Wolverhampton,* (2013–2014)

**Salahaddin University, Kurdistan Region**         *BA Geography*              (2004–2008)

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## Technical Skills

- **Cloud Platforms**: AWS, Microsoft Azure, Google Cloud Platform (GCP)
- **Version Control**: Git, GitHub, GitLab, Bitbucket
- **Software Development**: Agile & Scrum methodologies, RESTful API development.
- **Other Skills**: Troubleshooting, Technical Documentation, Customer Support, Time Management, Adaptability

## Soft Skills

- Strong interpersonal and communication skills
- Effective problem-solving and analytical thinking
- Team collaboration and leadership
- Time management and adaptability
- Innovation and creative problem-solving

# Projects

**Support Ticket System Automation | January 2024 – August 2024**

- Developed automated ticket prioritization using SQL and API integrations, reducing manual processing time by 30%.

**Automated System Backup Script | June 2023 – December 2023**

- Created a PowerShell script for automating daily system backups, reducing manual backup errors by 40%.

**Inventory Management System | April 2023 – September 2023**

- Designed and implemented a database-driven inventory management system using SQL and PHP, improving stock tracking efficiency.

# Employment History

**Assistant Lecturer**

*University of Soran, Kurdistan Region*                               *Jan 2013 – Jan 2016*

- Taught courses in environmental engineering and GIS
- Served as President of the Examination Committee                    (2014–2015)
- Assisted in accreditation processes through documentation and reporting

**Assistant Researcher**

*Soran University*                               *January 2008 – January 2010*

- Conducted research in environmental studies and GIS applications
- Taught geography and environmental science

# Certifications & Training

- Microsoft 365 Administration

- PowerShell Scripting for Automation

- AWS Certified Solutions Architect

- GIS and Environmental Technology Training