Lamia Alam

lamia.alam@mail.utoronto.ca | 416-805-9948

EDUCATION

University of Toronto Toronto, ON
Bachelor of Applied Science in Computer Engineering 2019–2025 (Expected)

SKILLS

- **Languages:** C/C++, Python, Java, Verilog, ARM Assembly, SQL
- **Operating Systems:** MAC OS, Windows, Linux
- **Other Technical Skills:** MySQL, PostgreSQL, Adobe Analytics, Wireshark, ArcGIS Pro, Microsoft Office (Word, Excel, etc), HTML, MATLAB, Git, Tealium iQ, Confluence
- **Soft/Interpersonal Skills:** Detail-oriented, adaptable, problem-solving, teamwork, effective communication, time-management, and organization

WORK EXPERIENCE

Digital Analyst | Sun Life (Global Marketing Division) *May 2023–May 2024*
- Built data dashboards on Adobe Analytics for clients that allowed them to easily view key insights and data points on various Sun Life webpages
- Implemented tags using Tealium iQ on different Sun Life webpages to track page activity and collect other data so that it can be used on Adobe Analytics for data analysis
- Displayed a high level of creativity by updating and creating new content for the internal Sun Life Adobe Analytics Wikipedia site (Confluence) which is the most important reference for information on Adobe Analytics that is used by the entire company
- Held weekly team meetings to keep track of the progress made by every team member and to give the team an opportunity to provide feedback to each other
- Interacted with teams across the company by answering questions about Adobe Analytics and how to analyze data on their webpages of interest (so that they could gain a better understanding of their customers and make more informed marketing decisions)

Technical Systems Analyst | Royal Bank of Canada (Global Databases Unit) *May–Aug 2022*
- Assisted in the migration of Nagios (an event monitoring system) to Zabbix which allowed teams across RBC to more efficiently monitor databases containing sensitive information
- Displayed a high level of responsibility and attention to detail by creating secure databases that contain confidential information only to be accessed by teams in the Global Databases Unit at RBC
- Created a variety of documents utilizing Microsoft Visio that outline a high-level view of the servers managed by the team which helped important RBC clients understand how all of the servers connected and which servers contained databases important to them

Research Assistant | University of Toronto *Sept 2021–Apr 2022*
- Collected data from 20-30 alumni LinkedIn profiles weekly
- Showcased a high level of organization and attention to detail while inputting the data in the database (comprising of various excel sheets) to ensure accuracy for when the data was to be analyzed
- Created pivot tables and various charts/graphs to analyze the data which helped answer questions relevant to the research being conducted on career paths of engineering alumni at the University of Toronto

IT Systems Assistant | Ontario Ministry of Education (Data Visualization Unit) *May–Aug 2021*
- Demonstrated a high level of responsibility and organization by preparing and holding weekly meetings with team to check progress of work
- Learned unfamiliar coding languages quickly and efficiently to assist and debug various projects such as the collection of COVID-19 cases in primary and secondary schools in Ontario
- Created a variety of programs in Python including one that allowed the team to see which of their interactive data maps was being used most frequently by their clients. This helped the team prioritize which data maps to clean and update first
- Used Microsoft Excel every week to store approximate latitude and longitude coordinates of different schools in Ontario to geocode onto all the data maps the team maintained for the Ministry of Education