

Jamil Ibrahim

Oshawa, ON

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A dedicated student of Software Engineering Technology, with detail-orientation and strong problem-solving skills used for **debugging**, **interface design** and **database management**. Holds knowledge of **Java**, **Oracle**, **Database (SQL)**, **HTML/CSS**, **C#**, **Python**, **Java** with experience using **GitHub**, **Eclipse**, **VS Code** and **Linux**. Strong communication skills, developed through work experience and academics, with proficiency in 5 languages (English, French, Persian, Urdu and Hindi). Successful applied project experience in software development, demonstrating proficiency with the **Agile** methodology and the **SDLC**. A strong technical acumen, with proven **troubleshooting skills** honed through current role.

EDUCATION

Software Engineering Technology Advanced Diploma

Aug. 2023 – Present

Centennial College, Scarborough, Ontario

Courses: Linux/Unix OS | Database Concepts (SQL) | Software Requirements | C# Programming | Web Application Development | Java Programming | Software Systems Design | Client-Side Development | Web Interface Design

Computer Science Technology

Aug. 2020 – Dec 2021

Vanier College, Montreal, Québec

(Partial completion)

- Acknowledgment: Recipient of Dean's Honor Roll for the Fall 2020 semester

ACADEMIC PROJECT

Web Design - Marketing Website

- Developed a website for a real estate agent to showcase property listings
- Developed a dedicated property page with high-quality photos, an inquiry contact form, and ensured the design is fully optimized for seamless performance across all devices, from small to large screens

Software Requirement - Restaurant App

- Developed a restaurant reservation app allowing users to reserve seats, select preferred dining times, and pre-order meals; includes a feature for choosing specific time slots to avoid wait times, ensuring a seamless dining experience

C# Programming - Calculator App

- Developed a calculator app using C# to help students calculate their GPA score

WORK EXPERIENCE

Field Service Technician | Bell Technical Solutions, Toronto, ON

June. 2022 – Present

- Provide front-line technical support to Bell customers through field services, providing quality service
- Install, repair, and maintain Bell's most advanced Fiber and Copper Network
- Troubleshoot telecommunications issues using training, tools and equipment provided
- Work Independently and offer assistance, when needed, to fellow technicians
- Promote Bell services and goods to customers, and providing information based on needs
- Demonstrate an ability to clearly and concisely explain technical concepts to non-technical users

Delivery Associate | Amazon, Toronto, ON

Nov. 2021 – May 2022

- Pick-and-drop customer packages with care, speed and diligence within a high-volume context

Assistant Manager | Eggsquis, Toronto, ON

May 2018 – Oct. 2021

Busser | Eggsquis, Toronto, ON

June 2017 – May 2018

- Ensure effective and efficient performance of service staff, providing training and ongoing support
- Manage cashflow as well as distribution of tips among the staff with integrity
- Organize restaurant seating and staffing, monitor customer waitlists and resolve any escalated customer issues
- Collaborate with staff in organizing and maintaining tables and serving order to professional standards
- Promoted to a management role, due to strong work ethic, leadership skills and collaborative mindset