Ikram Khan   ikramkhan.com
ikramk409@gmail.com

Notable Academic Projects

- Harmony Social
  As part of software engineering 2 groupwork, I developed a social media app integrated with music database. I worked on the developing reusable components to enhance the frontend functionality and aesthetics. Developed API endpoints for seamless connection between frontend and backednd.
  Technology: TypeScript, Material UI, NextJS, Express, PostgreSQL

- Multi-threaded web server
  Built a simple web server that can handle multiple requests using multiple threads. The basic functionality implemented was user login and add/remove inputs and retrieve them.
  Technology: Python, HTML, CSS, HTTP, JavaScript.

- Message Queueing System
  Using TCP and UDP sockets and select statement in python, I built a simple queueing system that simulates completed work. Multiple clients can join through the command line to submit message/jobs and the queue would store this and distribute it among known workers who update the status of the work once completed.
  Technology: Python

Work Experience
- 24-7Intouch
  - Subject Matter Expert Oct22 - Apr 23
    Coached a team of over 30 members in gaining customer care skills namely empathy, taking responsibility and using positive language to become persuasive speakers. Collaborated with Team Leaders and Client in realizing set targets. Resolved escalated customer conflicts to ensure optimum customer satisfaction. Produced daily operational reports and maintained a good relationship with client advising of potential improvements needed in the day-to-day operations to improve sales and efficiency of operations.
  - Customer Service Rep Aug19 - Sep 23
Took over 100 calls a day with a 95% weekly KPI score.Marketed products to customers and improved sales using positive and persuasive language. Resolved technical issues such as account troubleshooting, guiding customers through the UI, as well as submitting Jira bug tickets for unresolved issues.

Education
   Bsc in Computer Science
   University of Manitoba