**Amir Ali Eslami**

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Skills and Qualifications

**Technical Skills:**

* **Languages:** Python, SQL, Java, Swift, JavaScript, CSS, HTML and C/C++
* **Operating systems:** Windows, Linux, MacOS
* **Tools:** Microsoft Office, Git, Node.JS, Angular and BASH

Educations:

**Toronto Metropolitan University** (Ryerson University) (September 2022 - Current)

*Bachelor of Science (B.S.) Computer Science Candidate*

* Relevant Courses: Data Structures and Algorithms, Web Systems Development, Computer Organization II
* Awards: Entrance Scholarship, Geoff Boyes International Award, TMSU bursary

Work Experience:

**The Central Computer Shop -IT Help Desk [Tehran, Iran]** (January 2021 – May 2021)

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| ● | Provided technical support to customers as an IT Help Desk Intern, under the supervision of experienced technicians. |
| **●** | Resolved technical issues for 50+ customers each week, using analytical and problem-solving skills. |
| ● | Communicated effectively with team members and customers, contributing to a positive and productive work environment. |

**Rosha Department Store** - **Customer Service Associate [Tehran, Iran]** (March 2020 - December 2021)

* Provided excellent customer service by greeting customers, addressing their inquiries, and recommending products Providing personalized product guidance, resolving issues.
* Assisted with the implementation of promotional events and sales initiatives.
* Participated in team meetings and training sessions to develop customer service and sales skills while gaining insight into retail operations.

Certifications:

CPR/AED Certificate Canadian Red Cross (Oct 2022 – Oct 2025)

Udemy Certificate Python Programming Masterclass (December 2022)

Udemy Certificate Java Programming Masterclass (April 2023)

Udemy Certificate SQL and Database Design (April 2023)

Extra-Curricular Activities At TMU:

* Experience working with image datasets such as Cifar10 and ImageNet
* Familiarity with the Grad-Cam algorithm for visualizing CNN activations and understanding model decision making
* Knowledge in deep learning frameworks such as TensorFlow and PyTorch