Jawad Naimi

(206) 458-3612 • jd.naimi@gmail.com • Greater Seattle, WA

RE:

Dear Hiring Manager,

I am seeking to expand upon my current studies with internship opportunities, and I believe the Software Development Engineer Intern – Amazon Robotics AI program is a great fit. I am confident that I have the base training you require in a Software Developer Intern and that I would quickly pick up new concepts and positively impact your team

While I am in my studies, I am looking for a position that would supplement my learning and allow me to contribute to a real-world environment. I have good technical skills and a focus on teamwork that should be valuable, and I'm always willing to learn. What I lack in knowledge now, I can quickly make up for, and will strive to be a useful member of your team from the first day.

In conclusion, my background has prepared me to be a successful contributing team member in this type of environment. I look forward to discussing the role in more detail at your earliest convenience.

Sincerely,

Jawad Naimi

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[LinkedIn](#) | [GitHub](#)

RELEVANT SKILLS

- Microsoft Office Suite
- Office 365
- Zoom
- Lenel

- Quality Assurance
- Software Testing
- HTML / CSS
- Java

- Project Coordination
- Customer Service
- Business Communication
- Leadership

EXPERIENCE

Amazon Corporate Security Badge Office (ACSBO), Seattle, WA   April 2019 – Current
Badge Tech
- Support corporate staff members and associates globally in managing their badging-related problems over the phone, via email, through trouble tickets, and in person using a Walk-Up service.
- Utilize multiple software, databases, and programs for badge printing and verifying the status of employees and contractors.
- Authenticating valid authorization before adding or withdrawing access from an employee's or associate's badge, and handling various requests for credentials as necessary.
- Process all incoming materials (badges, credentials, etc.) and update appropriate databases with current information for the Walk-Up office.

BSL (Blue Star Logistics), Kabul, Afghanistan   April 2015 – April 2018
IT Help Desk
- Supported customers via email and phone while providing technical assistance, and implemented remote troubleshooting techniques and asked pertinent questions.
- Achieved customer satisfaction by keeping up-to-date information on customers, as well as passing on any feedback or suggestions from customers to the appropriate team within the company.
- Trained incoming staff.

AWCC (Afghan wireless communication company), Kabul, Afghanistan   Jan 2014 – April 2015
Customer Care Agent
- Provided customer support by recording account information and resolving problems by clarifying complaint, determining the cause of the problem, expediting adjustment correction, and following up to make sure resolutions are achieved.
- Managed large amounts of incoming calls and contributed to the team effort by achieving related results.
- Data entry and research as required

EDUCATION

Year Up / Seattle Central College, Seattle, WA   September 2022 – September 2023
Year Up is an intensive, competitive technical training and career development program. The program includes college-level courses, professional training and a six-month internship.

- Completed coursework in Software Development and Testing, Project Management, and Business Communications, with specialized training in Quality Assurance, including manual software testing.

Mili University, Kabul, Afghanistan   Jan 2014 – Dec 2018
- Bachelor's Political Science

NIMA Institute, Kabul, Afghanistan   Jan 2012 – Dec 2013
- Completed one year course for IT Help Desk