

# Tashfia Hussain Oyshi

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GitHub: [github.com/oyshi-hussain](https://github.com/oyshi-hussain)

Game website: <https://oyshi.itch.io>

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Website: [tashfiahussainoyshi.squarespace.com](https://tashfiahussainoyshi.squarespace.com)

## CAREER OBJECTIVES

Motivated recent Computer Science graduate from York University with a strong passion for software development, technical analysis, and problem-solving. I am seeking a developer or IT role within a dynamic organization that values collaboration and fosters growth. Additionally, my enthusiasm for traveling has honed my ability to embrace new experiences and adapt quickly to diverse environments.

## TECHNICAL SKILLS

**Programming Languages:** SQL, Java, C, C#, HTML, CSS and Java Script, Python, RISC-V, UNIX, Verilog, Shell Scripting, React.

**Frameworks/Designing tools:** Unity, Eclipse, Atom, Android Studio, MySQL workbench, Linux, Tabletop Simulator, Bitsy, Figma, Adobe

**IT Infrastructure:** Active Directory, Office 365, Citrix, SharePoint, Microsoft Azure, ServiceHub, Great plains, Kubra, Cogsdale.

**Other:** Microsoft Office 365 (Excel, Word, PowerPoint, Pivot Tables, VLOOKUP, Outlook, SharePoint, Teams), Customer Support.

## WORK EXPERIENCE

### **Service Desk Analyst - Liberty Utilities Canada Corp. (Co-op)**

Sep 2023 – Jan 2024 | May 2024 – Aug 2024

- Resolved 100+ ServiceHub tickets daily, optimizing response time and reducing backlog.
- Diagnosed and fixed network share, security group (Citrix, Kubra), and mailbox access issues, ensuring seamless user access.
- Configured Active Directory, Microsoft Exchange, and Azure permissions, enhancing security compliance.
- Fostered a collaborative culture by actively engaging with the IT infrastructure team through cross-functional discussions, leading to the successful resolution of complex challenges and improved team coordination.
- Designed and launched an internal SharePoint website using HTML/CSS, improving document management.
- Automated group management and user assignments in Microsoft Exchange Azure via PowerShell scripts, reducing manual workload.
- Led the co-op social committee and engaged in Reverse Mentorship, refining leadership and team management skills.
- Created user access documentation, streamlining onboarding and reducing troubleshooting time.
- Consistently recognized for delivering high-quality IT support and improving user satisfaction.

### **Bookstore Distribution & Customer Service Assistant – York University Bookstore**

Aug 2021 – Aug 2023 | Jan 2024 – April 2024

- Delivered exceptional customer service daily, managed inventory and organized store merchandise, and processed transactions efficiently as a cashier.
- Collaborated with fellow cashiers during peak hours to ensure smooth operations and order fulfilment.

### **K2I Program Mentor – Lassonde School of Engineering (Co-op)**

May 2021 - Aug 2021

- Assisted in planning and delivering STEM programs for K-12 students, collaborating with faculty to create engaging physics projects and activities aligned with the Ontario curriculum and UN Sustainable Development Goals.
- Mentored students, provided homework support, and mentored participants in the BEST Program to foster entrepreneurial growth.
- Developed projects for students using Arduino and Micro:bit.

## PROJECTS

**Android Studio | Java:** The BMI App, The Mortgage App, The KryptoNote App, The Caps App.

**Eclipse | Java:**

- **SmartShoppers System:** SmartShoppers system is an app that allows customers to find products in the physical retail stores with greater precision.

**Unity | C#:** (Game website: <https://oyshi.itch.io>)

- Endless Runner (2D Game) • The Dark City (3D Game) • Eco House (2D Isometric Game)

**YorkU Mental Health App | Figma:**

Summer 2023

- Designed and prototyped a mental health application utilizing user-centered design principles, persuasive technology strategies, and cognitive behavior therapy techniques.

**E-commerce Website | React.js, Sprint Boot, MySQL:**

Fall 2024

- Built an e-commerce website for a clothing store using React for the frontend, Spring Boot for the backend, MySQL for data storage, and RESTful APIs for seamless communication.

**Egg-Timer | HTML, CSS, JavaScript, Electron.js, Node.js, Figma, Procreate:**

Feb 2024

- Built an Egg Timer app using Procreate for sketching assets, Figma for designing frames, and HTML, CSS, and JavaScript for development. Integrated Electron.js and Node.js to make it a desktop application.

## EDUCATION

**York University | Lassonde School of Engineering**

Dec 2024

Bachelor of Science (BSc) Computer Science Honours Major