

# Saad Shafiq



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## Skills

**Languages** Python, Java, C, C++, C#, Bash, Javascript, HTML, CSS, R  
**Technologies** Unity, React, Solidworks, AutoCAD, Revit  
**Tools** GitHub, GitLab, Linux/Unix, Docker, JUnit, Valgrind, Nano

## Experience

### University of Guelph

Oct 2023 - Present

#### IT Support Specialist

Guelph, Ontario

- Delivered technical support to **100+ end-users**, swiftly resolving diverse hardware, software, and network issues while maintaining a high customer satisfaction rate of **95%**
- Proficiently assessed and directed support requests, ensuring prompt resolution of critical issues and efficient escalation to higher support tiers
- Provided end users with expert guidance on proprietary software and applications, consistently upholding a **99% compliance rate**

### Staples

Aug 2021 - Jun 2023

#### Technology Consultant

Waterloo, Ontario

- Created templates for quotes that reduced processing time by **40%**, enabling consultants to handle requests more efficiently and accurately
- Delivered tech support to **200+ customers** daily
- Consistently briefed store leaders on sales information and inventory issues, effectively enhancing overall operational efficiency
- Oversaw asset protection processes in multiple departments, ensuring compliance with standards and reducing theft incidents

## Projects

### Mad Bird Game - Personal

Jul 2022 - Aug 2023

- Designed and developed a web game using **Unity** and **C#** with a multi-level gameplay experience and escalating difficulty

### Employee Management System - Personal

Jan 2023 - May 2023

- Developed a **C program** mimicking an Employee Management System using **linked lists** and **dynamic data structures**
- Programmed using **Nano** editor on **Debian**, while managing program directories and compilation through a **makefile**

## Education

### University of Guelph

2022 - Present

#### Bachelor of Computing Honours, Computer Science

4.0 GPA (Dean's Honours List)

#### Minor in Business (BUS)

- Pakistani Student's Association - Events Director:** Organizing events for 50+ students
- Other involvements:** Society of Computing (Member), Google Developer Student Club (Member)