

Saad Shafiq



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saadshafiq.tk



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Skills

Languages	Python, Java, C, C++, C#, Bash, Javascript, HTML, CSS, R, Assembly
Technologies	Unity, React, Solidworks, AutoCAD, Revit, Firebase
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**, resolving hardware, software and network issues
- Enhanced support efficiency by **25%** through the prompt resolution of ticket root causes
- Provided end-users with guidance on proprietary software, upholding a **99% compliance rate**
- Ensured internal data sheets remained consistently up-to-date

Onluna.io

May 2023 - Aug 2023

Software Developer Intern

Waterloo, Ontario

- Designed and developed a sign-in and sign-up page using **React**, **Firebase** and **Figma**
- Wrote and debugged unit test cases using **JUnit**, reducing release testing time by **40%**
- Optimized registration flow, cutting sign-up time by **90%** and boosting customer registrations
- Reduced page load time by implementing **analytic caching** on key metrics and pages

Staples

Aug 2021 - Jun 2023

Technology Consultant

Waterloo, Ontario

- Designed quote templates reducing processing time and increasing accuracy
- Configured computers with commonly used software products and virus removal
- Provided daily technical support to **200+ customers** with high satisfaction rates
- Briefed store leaders on sales data and inventory issues, enhancing operational efficiency

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 other **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)