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
- Regularly briefed store leaders on sales information and inventory issues, enhancing overall 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 on **Nano** with **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)