

Sami Samara

Chicago, IL

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Experience

Software Engineer

Urban Communications

April 2025 – Nov. 2025

Oak Forest, IL

- Provided technical support over the phone to customers experiencing internet and hardware malfunctions
- Trained new hires to understand in house applications, company hardware and software
- Documented application processes and how-to guides for troubleshooting application issues
- Developed a CRM with an integrated SMS system to allow for client communications when wifi is down
- Created and escalated tickets in our CRM system when a customer complaint required field support

Backend Software Engineer

Changed App

Oct. 2023 – Oct. 2024

Chicago, IL

- Assisted team with developing backend functionality and troubleshoot misaligned data in firebase
- Documented system behavior and troubleshooting guides to prevent downtimes in development
- Ensured older backend code was kept up to date with modern features and practices
- Supported data protection features to maintain compliance with best security practices
- Built and maintained user authentication workflows to ensure stable and secure user access

Education

Saint Xavier University

Master of Science in Computer Science

GPA: 3.8

Dec. 2021 – Dec. 2022

Chicago, IL

Saint Xavier University

Bachelor of Science in Computer Science

GPA: 3.6

Aug. 2017 – Dec. 2021

Chicago, IL

Technical Skills

Languages: JavaScript, C#, Java, Python

Frameworks: React.js, Node.js, Express, LaTeX

Developer Tools: VS Code, Firebase, Bootstrap, Git, Unity, Google Cloud Platform

Other Technical Skills: PC building, Database Management, Workflow Automation, Performance Monitoring

Projects

Video Game Database API | *JavaScript, Node.js, Express, Git*

- Developed streamlined API to ensure responsive web UI through modern programming practices
- Researched and implemented modern coding practices to receive data from a third party source
- Ensured consistent data accuracy and responsiveness to deliver a smooth user experience
- Contributed to testing and feedback sessions to refine system performance and reliability

PC Building | *Hardware, BIOS*

- Carefully selected PC components while ensuring compatibility and higher computing capabilities
- Optimized motherboard BIOS settings to maximize CPU performance and system stability
- Applied cable management techniques to improve airflow, cooling efficiency, and ensuring organization
- Troubleshoot hardware and software complications during the build process, ensuring reliable system operation