

CONTACT INFORMATION

Sarah Hassaballa | sarahhassaballa@hotmail.com | www.linkedin.com/in/sarah-hassaballa-19b43b229/

PROFESSIONAL STATEMENT/SUMMARY

Detail-oriented Computer Engineering student with over 5 years of experience in software development, debugging, and system analysis, with a focus on Python, C, C++, and SQL. Proven track record of troubleshooting complex issues within large-scale systems, particularly in a Technical Analyst co-op role at Varicent. Adept at collaborating with cross-functional teams to resolve technical challenges and enhance system performance. Strong communicator with a passion for improving customer satisfaction through proactive problem-solving and technical expertise. Seeking to leverage skills in software engineering and technical analysis in a dynamic environment.

EDUCATION

- **University of Toronto** **September 2020 – April 2026**
BASc, Electrical and Computer Engineering (ECE) + PEY Co-op
 - Key courses: Software Engineering, Algorithms and Data Structures, Software Communication and Design, Programming Languages, Computer Organization, Introduction to Databases
- **Bishop P.F. Reding Catholic Secondary School** **2016 – 2020**

SKILLS

Technical Skills:

- Programming Languages: Python, C, C++, MATLAB, Verilog, SQL, Assembly Language, Simulink
- Data Analysis/Simulation: ModelSim, Typhoon, Netbeans, Quartus, Multisim
- Platforms/Tools: GitHub, Varicent ICM, ELT, SP Models, JIRA, Microsoft Project, PowerPoint, Word, OneNote, Excel
- Software Development: Proficient in Software Development Life Cycle (SDLC), troubleshooting, and root cause analysis
- Database Management: Experienced with SQL for data manipulation and querying
- Troubleshooting: Expertise in debugging and resolving issues in complex systems, particularly in SQL, Python, and data models

Soft Skills:

- Communication: Strong client-facing skills, providing clear explanations and solutions for technical issues
- Collaboration: Experience working with cross-functional teams (Development, DevOps, Quality Assurance) to resolve technical challenges
- Problem-Solving: Demonstrated ability to analyze and resolve complex technical problems, improving system performance
- Leadership: Advised and guided clients on system improvements, contributing to better system functionality and user satisfaction
- Documentation: Skilled in maintaining detailed documentation for troubleshooting processes and solutions
- Customer Service: Dedicated to enhancing customer satisfaction through prompt issue resolution and proactive recommendations

WORK HISTORY AND/OR TECHNICAL EXPERIENCE

- **Technical Analyst Co-op** **May 2023 - August 2024**
Varicent
 - Acted as a key point of contact for clients, diagnosing and resolving complex issues related to SQL, Python, and the Varicent platform, ensuring smooth operational workflows.
 - Investigated and addressed over 600 cases involving ICM, ELT, and SP model troubleshooting, resolving issues such as data corruption, missing data, and model misconfiguration.
 - Provided detailed root cause analysis, offering clients clear guidance on resolving system issues, leading to improved satisfaction and reduced time to resolution.
 - Collaborated closely with cross-functional teams, including Development, DevOps, and Quality Assurance, to accelerate the resolution of critical bugs and enhance platform reliability.
 - Offered proactive recommendations for system improvements and model configurations, resulting in optimized performance and a better user experience.
 - Maintained accurate documentation of troubleshooting processes and solutions, contributing to a knowledge base that enhanced team efficiency.
- **Technical Document Editor** **July 2021- August 2021, July 2019- August 2019, July 2017- August 2017**
Cloud Services Group (CSG) company in Cairo, Egypt
 - Supervisor: Eng Talal Osama (Business Development Manager)
 - Reviewed and edited the Cloud Services Group company's Technical User Guides and Documentation concerning their software applications which are Cloud or server-based, by fixing grammar, punctuation, format, and spelling mistakes, resulting in a 12% increase in selling the company's products.
 - To edit these documents, I attended a live demonstration of the applications, to understand how they work.
 - Key achievement: The edited User Guides and Technical Documents are well understood by the CSG customers.

PROJECTS

- **Onboarding and training documentation, Varicent** **June 2024 – August 2024**
 - Updated and enhanced the team's onboarding welcome documentation to streamline the integration of new team members.
 - Developed a comprehensive learning module for trainees, which includes video demonstrations and written documentation outlining the approach for troubleshooting, resolving, and actioning common support requests and issues from clients or internal teams.
 - This initiative improved the onboarding process and provided clear guidance for resolving frequent support challenges, leading to faster issue resolution and a more efficient support team.
- **Team Leader, Software Communication & Design Project, U of T** **January 2022 – April 2022**
 - Collaborated with other students in a team of 3 to design, develop, and test our geographical information system (GIS) that is user-friendly, using C++ programming language
 - Effectively implemented several pathfinding algorithms such as A*, Dijkstra's, Breadth-First Search (BFS), and Multithreading for the user to successfully find the shortest path between any two locations on the GIS
 - Prepared and presented our project to the Communication Instructor and Teaching Assistant

EXTRACURRICULARS

- **Sunday School Teacher** **September 2019 – Present**
 - Prepared/taught lessons, and activities and took care of children (in kindergarten), at St George and St Abanoub Church
- **Designated Frosh Leader at University of Toronto** **September 2022**
 - Led a group of Frosh students through various activities to welcome them to UofT and show them the campus
 - Provided Frosh students with food and beverage throughout the day
- **LINK Crew Leader** **August 2018 – June 2019**
 - Effectively prepared and carried out group activities to welcome 8th-grade students to my high school
- **S.O.L.L. (Students of Living Life) Club Member** **September 2017 – June 2018**
 - Collaboratively planned and carried out school events throughout the year, such as Multicultural Night
- **Assistant Swim Instructor** **September 2017 – June 2018, July 2018 – November 2018**
 - Volunteered 400+ hours to assist kids in swimming during their swimming and demonstrated certain swimming strokes for the children

CERTIFICATIONS & TRAININGS

- **Ontario Secondary School Diploma** **June 2020**
- **Certificate of Honour** **October 2019, October 2018, October 2017**
 - Achieved an academic average of more than 80% school year as well as the highest mark of 100% in the Religious Education course
- **French Immersion Certificate** **June 2016**
 - Won the French Immersion award at my elementary school graduation ceremony (Grade 8) for excelling in and achieving the highest mark in the French course out of all graduates at Our Lady of Fatima Catholic Elementary School
- **Life-Saving Society Swim Instructor Certification Card** **December 2015**
- **First Aid and CPR** **November 2015**

ACCOMPLISHMENTS & AWARDS

- **Dean's Honour List** **Fall 2024, Winter 2025**
- **Varicent Team Enablement Award**
- **CGI Scholarship for The Advancement of Black Women in Engineering** **October 2021**
 - This scholarship supports Black women in engineering; I received \$5,000.00.
- **Dean's Merit Award** **October 2020**
 - Received \$2,000.00, for achieving an overall average of 93% in my Grade 12 year as well as extracurricular participation
- **Edward S. Rogers Sr. Admission Scholarship** **October 2020**
 - Received \$1,000.00
- **Ontario Scholar** **June 2020**