Shahera Islam

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EDUCATION:

University of British Columbia, Kelowna, BC | Sep 2016 – Apr 2022
Bachelor of Applied Science in Electrical Engineering (Cumulative GPA: 3.0)
Relevant Honors: Karen McKellin International Leader of Tomorrow Awardee (2016-2022)
Co-operative Education Program Graduate
Relevant Coursework: Digital Signal Processing, Instrumentation & Data Analysis, Control Systems, Applied Machine Learning, Engineering Probability & Statistics

SKILLS:

Embedded Systems & Debugging: QNX SDP 7.1, BSPs, Device Drivers, RTOS Debugging, Defect Tracking
Programming & Scripting: C, Python, Shell Scripting, MATLAB, JQL, SQL
Software Validation & Issue Resolution: Debugging, Troubleshooting, RCA, System Level Analysis
Tools & Platforms: Git, SVN, JIRA, QNX Momentics, CI/CD Fundamentals, Jenkins
Testing & Quality Knowledge: ISTQB Certified Tester Foundation Level v4.0
Project Coordination & Documentation: Stakeholder Communication, Agile Workflows, Technical Documentation, Version Control
Certifications: Eligible for **E.I.T with PEO**, ISTQB Certified Tester Foundation Level v4.0

TECHNICAL EXPERIENCE:

Systems Software Developer
Blackberry QNX, Ottawa, ON | Oct 2024 - Present
- Debugged **board support packages (BSPs), device drivers, & user-space applications** within the QNX SDP (SDP 7.1), assisting customers in troubleshooting **real-time graphics integration & performance optimizations.**
- Collaborated with **product owners, engineers, & customer support teams** to resolve software defects & ensure optimal system reliability.
- Utilized **JIRA & defect-tracking tools** to track issues, triage bugs, & assist customers in debugging system failures.
- Worked with **C programming & shell scripting** to debug software issues & enhance software integration.

Technical Writer & Technical Writer Co-op
Blackberry QNX, Burnaby, ON | Sep 2021 - Oct 2024
- Developed **technical documentation** for QNX software, ensuring clarity for engineers & customers.
- Partnered with engineering teams to create **version-controlled documentation (SVN, Git)** for release management.
- Assisted in the **software development lifecycle (SDLC)** by refining onboarding & training materials for developers.

Software Engineering Co-op
Greenlight Innovation Ltd, Burnaby, BC | Jan 2021 - Sep 2021
- Configured **SCADA-based automation system configuration** for fuel cell test stations, ensuring seamless functionality.
- Developed **customized software solutions** to ensure laboratory instrumentation usability.
- Maintained **technical documentation & QA reports** to assist customers & internal teams.

Research Assistant
School of Engineering, UBC, Kelowna, BC | May 2020 - Aug 2020
- Assisted in applying machine learning models for **predicting & optimizing water disinfection by-product formation.**
- Conducted data analytics & system modeling, evaluating different ML approaches such as **CNN** & **regression**.

PROJECTS:

Microfluidic Chip for Blood Dialysis | **UBC, Kelowna, BC** | Oct 2019 – May 2020
- Designed a microfluidic dialysis chip to address kidney donor shortages & inefficiencies in dialysis.
- Utilized **COMSOL Multiphysics** for simulation & **SolidWorks** for 3D modeling.
- Led a team of five, aligning project milestones with industry requirements.

Microcomputer Engineering Projects | UBC, Kelowna, BC | Jan 2020 - Mar 2020
- Developed **embedded system prototypes** using a **TI ARM Cortex-M series development board.**
- Programmed proximity sensors & time-sensitive devices using **ARM Assembly Language**.