Shaima Rahman

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SOFTWARE ENGINEER

C# | AGILE EXPERIENCE | ANALYTICAL THINKING

SUMMARY OF QUALIFICATIONS

- Current student of Software Engineering Technology Co-op Advanced Diploma at Centennial College
- Professional experience with IT solutions and technical troubleshooting as a Technical Help Desk Associate
- Experienced in C#, JavaScript, Python, Unix/Linux Shell Script, SQL, Java, HTML, CSS
- Hands-on experience with frameworks like NodeJS and Express and utilizing Git repositories
- Knowledgeable of .NET Framework
- Proficient in developing applications, including console applications, Windows Forms, and SQL databases.
- Knowledge of the Software Development Life Cycle (SDLC)
- Computer skills include proficiency in Microsoft Word, Excel, PowerPoint, Outlook, Visio, Jira
- Strong coding, debugging, and problem-solving skills
- Strong written and verbal communication skills, quick learning, and effective collaboration skills

EDUCATION

Software Engineering Technology Co-op Advanced Diploma   Sept 2022 - Present
Centennial College, Toronto, ON   *Expected graduation: April 2025*
- Currently maintaining a GPA of 4.31/4.5 (A)

Relevant Courses:

C# (Programming I & II)	Client-Side Web Development	Unix/Linux Operating Systems
Database Concepts (SQL)	Software Requirements Engineering	Software Systems Design

PROJECT WORK

Store Finder App - Software Requirements Specification (SRS)
- Analyzed the functional and non-functional requirements, creating class diagrams, CRC cards, state and sequence diagrams, and analysis patterns
- Applied project management skills to complete deliverables
- Effectively collaborated within a team, applying Agile practices, and using Jira and Microsoft Teams

Poker Game - JavaScript, HTML, and CSS
- Created a web-based poker game encompassing randomized card-dealing algorithms, dynamic user interactions, and real-time bet-tracking mechanisms
- Designed an intuitive and visually appealing user interface, enhancing the overall user experience and accessibility

Real Estate Website - HTML and CSS
- Designed and created a professional website for a realtor with a user-oriented interface; received a 100% score (A+)

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RELEVANT WORK EXPERIENCE

Technical Help Desk Associate (Part-Time) | Route One, Oakville, ON   Oct 2022 - Present
• Utilize CRM software (Salesforce) for technical support via phone and email, resolving software issues, and minimizing downtime
• Create support tickets (Jira), self-monitor, and manage assigned support tickets, ensuring their rapid resolution or escalation when needed
• Collaborate with multiple cross-functional teams to identify and resolve complex customer concerns
• Respond to over 20 user inquiries daily, emphasizing exceptional customer service skills
• Demonstrate skill in explaining technical concepts and instructions to non-technical personnel
• Ranked highest in the team for customer satisfaction scores at 96%

Airbnb Experience Manager (Part-Time) | Toronto, ON   May 2023 - Present
• Manage short-term rental properties to provide memorable experiences to Airbnb guests
• Communicate with guests, address inquiries, troubleshoot issues, and assist with bookings to enhance their overall experience and satisfaction
• Successfully maintain a 5-star guest satisfaction rating on the Airbnb app for the properties

VOLUNTEER EXPERIENCE

HTML Workshop Facilitator | Centennial College, Toronto, ON   Dec 2022
• Assisted over 30 students to build a website using HTML and CSS
• Gave suggestions and helped improve their website designs using HTML and CSS
• Provided instruction on foundational coding concepts in a clear and concise manner