Saaim Japanwala

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## ACADEMIC STATUS

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|---|---|
| **Computer Science BSc, Psychology Minor, University of Alberta** | **Class of 2028** |
| **Highschool Diploma, Lillian Osborne Highschool** | **Class of 2023** |

## TECHINAL SKILLS

**Programming:** Python3, C, HTML, CSS, JavaScript, Batch Scripting, React JS

**Operating Systems:** Windows NT, UNIX Systems

**Computer Skills:** MS Office (Word, Excel, PowerPoint), Google Workspace

**Other Skills:** Advanced Terminal Use, VIM, UNIX Commands

## WORK EXPERIENCE

**Customer Service Representative**                                      **May 2024 – Sept**

Trail Appliances AB/SK, Edmonton, AB

- Enhanced customer **satisfaction** by effectively communicating complex information in a simple and understandable manner.
- Utilized problem-solving skills to handle customer issues daily, resolving complaints and improving customer satisfaction

**Junior AI Contributor**                                      **Sept 2024 – Present**

University of Alberta Artificial Intelligence Society, Edmonton AB

- Collaborating on AI based projects, automation of mundane tasks using various AI Models, Open-AI GPT, Meta LLAMA
- Utilizing AI models to develop solutions for common problems among students

**Intermediate Problem Solver**                                      **Sept 2024 – Present**

University of Alberta Problem Solving and Programming Club, Edmonton AB

- Algorithmic Thinking: breaking down larger problems into sub problems
- Data Structures: implementing the use of data structures such as, stacks, binary trees, hash maps to solve problems requiring critical thinking
- Logical Thinking: Using resources such as *Leetcode, Kattis* enhancing and developing logical thinking, and application of logical thinking.

**Club President**                                      **2021-2023**

Lillian Osborne Muslim Students Association

- Leading a team of 30+ student into organizing school wide events and fundraisers
- Gaining beneficial outcome from team leadership skills

## ADDITIONAL INFORMATION

**Languages:** English (proficient), Urdu (proficient), Hindi (intermediate)

**Interest:** Programming, Puzzles, Problem Solving, Cricket, Golf, Hockey