

WISAM DAYOUB

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TECHNICAL SKILLS

Software Languages	Java, C, C#, Python, HTML5 & CSS3, JavaScript, React, PHP, SQL, \LaTeX
Tools & Technologies	.NET, Git, Node.js, Jira, AWS, VPNs, Unity, AJAX, NetSuite, XML, Slack, Trello, RESTful API,
Relevant Coursework	Jenkins Dev., OOP, Data Abstractions & Structures, Discrete Mathematics, Python for Data Science
Development Practices	Agile Cycle, Model-View-Controller (MVC), Model-View-ViewModel (MVVM), SCRUM Methodologies

TECHNICAL EXPERIENCE

Software Delivery Analyst

Toronto, ON

Sun Life Financial

Jan 2023 - Aug 2023

- Successfully managed over 50 Software Delivery service requests globally per quarter, encompassing new software implementations, upgrades, and bug/security fixes across various platforms (desktops, laptops, VMs).
- Utilized strong analytical skills to troubleshoot and resolve over 100 technical issues, resulting in a 30% reduction in software-related complaints.
- Identified and filled 10 critical technology knowledge gaps within the team, boosting overall team efficiency by 25%.
- Showed a strong passion for technology and enabling business with technological solutions.
- Demonstrated excellence in troubleshooting, resolving complex cross-functional issues in 80% less time than the industry average.
- Collaborated effectively with Cloud Architects on several projects, enhancing system scalability and improving overall efficiency of the cloud infrastructure through the integration of advanced cloud-based solutions

Junior Application Developer/ Analyst

Toronto, ON

First National Financial LP

Sept 2021 - Jan 2022

- Follow business requirements and implement a set of specifications by coding, compiling and testing the application.
- Work closely with the Application Development Manager, Team Leads, Business Analysts and End Users to ensure code quality, accuracy and correct business solution have been developed.
- Develop the solution using the appropriate language (VB 6.0, C#, ASP.NET, SOAP/Web Services, Crystal Reports, SQL Server 2005/2008, WCF, WF, EF, Enterprise Library).
- Develop unit test cases/UAT to verify all functionality adheres to specifications.
- Complete project deliverables within timelines specified and budget restraints as per business requirements.
- Assist in IT development related Help Desk tickets issued by the end user(s).

Software Developer

Atlanta, GA

Chick-fil-A Inc.

Apr 2021 - Aug 2021

- Design, develop and optimize web applications Under different development environments.
- Develop and debug source code and deploying code commits.
- Working on an end-to-end system that integrates a GUI with third-party software with custom made APIs.
- Collaborating in performing system migrations to NetSui
- Measure and improve software performance.
- Debugged automation scripts and conducted user acceptance testing to assure optimal product quality
- Tested for bugs and operating speed, fixing bugs and documenting process to increase efficiency by 18%

Computer Science Tutor

Guelph, ON

Computer Academia

Jan 2020 - Dec 2021

- Led a class of 25 students teaching advanced programming through creating small projects.
- Successfully analyzed and debugged code (C and Java) written by many different students and provided improvement feedback.
- Organized tutoring environment to promote productivity and learning.

PERSONAL PROJECTS

Course Eligibility Application

- Worked with a team of 6 people to create a web app that allows students to view the path of courses needed to get to a certain course.
- Utilized databases and SQL to store courses that a professor could add/delete to the list of courses available.
- Created a CI/CD pipeline to ensure continuous testing throughout the project.
- Worked on the back end, front end and connected them together.
- Utilized Cypress and JUnit to create testings
- Developed a comprehensive user guide and training materials, facilitating easy adoption of the tool by students and academic advisors.
- Ensured compliance with educational standards and data privacy regulations in the design and functionality of the course eligibility finder.
- Authored extensive technical documentation and API guides to support integration with existing educational platforms and facilitate ease of use for technical staff.
- Tools used: JS, HTML, CSS, Python, SQL, NGINX, JUnit, Cypress, Figma, GitLab

Cryptocurrency Price Tracker

- Incorporated API calls to several applications, and stored data efficiently in PostgreSQL backend
- Utilized JavaScript to allow users to dynamically visualize price movements over time periods of their choosing
- Created a mobile responsive user experience that allowed the user to easily track Cryptocurrency prices on the go.

Hospitality Highlighter

- Created an application to alert 6-person staff to needed service at tables
- Designed an easy-to-understand front-end, enabling customers and staff to alert and be alerted of new requests
- Tools Used: JavaScript, React, MongoDB

E-Store Search

- created an electronic store that allows users to store information about books and electronics into a database that can be searched for to find different information regarding the item.
- Designed and developed software application based on user stories, requirements, and design specifications.

School Attendance Application

- Led a team to design, test and debug a school attendance application using Java
- Completely automated the process of scheduling meetings using Python
- Created an easy-to-use interface for scheduling appointments and reporting attendance using HTML5 and CSS3

EDUCATION

Bachelor of Computing, Computer Science & Business

University of Guelph

- Dean's Honor List
- Member of Gryph Hacks

2019 – 2024

Guelph, Canada