

# Zohair Omar

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**Role-Specific Portfolio:** zohairomar.netlify.app/for/atco/erp-scm-student

## Summary

4th year Computer Science & Mathematics student seeking May 2026 co-op (8 or 12 months) in ERP/SCM application support. Hands-on experience in IT service delivery: incident triage, troubleshooting production issues, role-based access controls, and clear stakeholder communication. Strong with **SQL** and reporting (**Power BI**, dashboards), process documentation (SOPs/knowledge articles), and testing/release discipline (CI/CD, regression-style checks). Interested in cloud ERP systems and eager to grow techno-functional skills in **Oracle Fusion** within an ITIL-aligned support model.

## Technical Skills

**Support & Delivery:** Incident triage, troubleshooting, documentation (SOPs/KB), Agile/Scrum, CI/CD (GitHub Actions), Unit Testing (JUnit5), Git

**Data & Reporting:** SQL, Power BI (Power Query, DAX), Excel (Pivot Tables, VLOOKUP), dashboards, data extraction/analysis

**Integration & Tools:** REST APIs, Postman, Docker, SharePoint, Outlook, Power Automate

**Programming:** Python, Java, JavaScript, HTML/CSS, R

## Education

**Bachelor of Science, Computer Science & Mathematics (Minor in Economics)** Expected Apr 2027

University of Calgary, Alberta

**Bachelor of Science, Computer Science**

Sep 2022 – Sep 2024

University of British Columbia, Vancouver

**Relevant Coursework:** Software Engineering, Information Security & Privacy, Data Structures & Algorithms, Introduction to Data Science

## Experience

**Agrius IT** May 2024 – Jul 2024

Software Developer Intern (Application Support & Reliability); Python, SQL

Abu Dhabi, UAE

- Supported day-to-day operations of a production web application by troubleshooting incidents and improving reliability via stronger error handling and CORS/proxy configuration, supporting **1,000+** daily users.
- Investigated access issues and strengthened authentication/RBAC flows using **SQL**-backed logic, improving correctness and reducing recurring support tickets.
- Created SOP-style documentation for common issues and resolution steps, enabling faster handoffs and more consistent incident resolution.

**Enactus UCalgary – WealthPath** Jul 2025 – Present

Front-End Development Lead; React, TypeScript

Calgary, AB

- Coordinated a 4-person team to deliver a platform for Alberta students by translating stakeholder needs into tracked work items, timelines, and deploy-ready deliverables.
- Reduced integration issues by defining API contracts and resolving cross-team defects early, improving turnaround time by **1–2** sprints.
- Improved release quality using CI checks on every pull request (GitHub Actions), supporting **30+** changes with consistent validation.

**TechNova** Feb 2025 – Present

Co-Founder & VP Technical; Python, SQL

Calgary, AB

- Delivered internal web tools and dashboards that reduced manual tracking and improved visibility into operational workflows for **100+** users.
- Documented onboarding and support runbooks to improve continuity and reduce time-to-resolution for recurring issues.

## Projects

**Ticket Triage RAG Bot;** Python, Streamlit, OpenAI, Gemini

- Built a ticket triage tool that categorizes and prioritizes incoming issues using patterns from 100+ historical tickets, supporting faster incident routing and resolution suggestions.
- Designed multi-level fallbacks and automated tests to keep the system reliable during provider outages and safe to deploy with CI/CD.

**Oil & Gas Asset Integrity Dashboard;** Power BI, SQL Server, SharePoint

- Built stakeholder-ready reporting by modeling **24 months** of data and producing role-based dashboards for KPI visibility, filtering, and operational follow-up.

**Production Analytics & Forecasting Dashboard;** Python, Streamlit, pandas, statsmodels, Power Automate

- Built a time-series dashboard and automated distribution workflow: exported forecast/anomaly CSV outputs and delivered scheduled stakeholder summaries via **Outlook** using **Power Automate**.