YAATU ADEM

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PROFILE Detail-oriented software developer with over three years of technical support experience. Proficient in utilizing various platforms and possesses effective communication skills for simplifying complex software issues for customers and clients.

SUMMARY OF QUALIFICATIONS

- Currently enrolled in the Software Engineering Technology – Artificial Intelligence Advanced Diploma program at Centennial College
- Works effectively both independently and collaboratively within project teams, supported by prior supervisory work experience
- Excellent aptitude for problem solving honed through coursework and practical experience, with the ability to swiftly learn and apply new concepts using strong analytical skills and meticulous attention to detail

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TECHNICAL SKILLS

- Experience in software development and QA with proficiency in languages such as C, C#, JavaScript, CSS, HTML, Python, Oracle SQL, and Java
- Skilled in using various computer tools and software, including Microsoft Word, Excel, PowerPoint, Jira, and Notion to enhance productivity and collaboration in a professional setting
- Specialize in object-oriented software design, user-oriented interface design, algorithm concepts, and possess a strong understanding of agile methodology and scrum, software testing, and debugging

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EDUCATION

Software Engineering Technology – AI Co-op Diploma   Sept. 2022 – Present
Centennial College, Toronto, ON   Expected graduation December 2025
- GPA – 4.3/4.5

Related Courses:

Programming I, II	Web Interface Design
Software Engineering Fundamentals	Introduction to Database Concepts
Unix/Linux Operating Systems	Client-Side Web Development

Academic Projects:
- Created a BMI calculator as a Windows application using Visual Studio with C#
- Designed various webpages, including an e-commerce site with HTML/CSS and a whack-a-mole style browser game with JavaScript

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PROJECT WORK

SWIFT Triage Assistant   Jan 2024 – Mar 2024
Children, Youth, and Social Services I+IT Cluster (CYSSC)   Toronto, ON

- As part of the Ministry of Children, Community, and Social Services hackathon, I worked alongside of team of developers to develop a Python-based AI triaging assistant to help reduce time triaging support tickets by up to 40%
- Conducted data analysis on a large data set of previous tickets determine the viability of the cleaned data to train an AI model using natural language processing (NLP) techniques

Notion Charts using QuickChart and Notion APIs   May 2023 – Present

- Created a personal project using Node.js to utilize data from Notion databases to visually display data in various chart forms
- Designed to replicate Notion2Charts, the JavaScript code uses APIs from Notion, QuickChart, and Imgur to refresh charts on Notion pages

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RELEVANT EXPERIENCE

Software Automation Tester   Jan 2024 – Present
Ministry of Children, Community, and Social Services (MCCSS)

- Efficiently executes the automation of test cases for Java-based web applications with a working knowledge of Selenium WebDriver, ensuring efficiency and precision within bi-weekly sprint cycles.
- Conducts daily scrum meetings to provide progress updates and address impediments, fostering collaboration across teams.
- Effectively manages time to engage and collaborate in Ontario Public Service events, such as the OPS Hackathon and Women in Tech events.

Ignite TV Tech Support   Nov 2021 – Jan 2023
Rogers Communications, Toronto, ON

- Remotely responded to over 20 customer inquiries of varying severity per day, prioritizing a first contact resolution to successfully troubleshoot and resolve complex technical issues related to a wide array of Rogers telecommunication services.
- Utilized various communication methods including video calling to offer enhanced support and troubleshooting options, ensuring a more personalized and efficient resolution for customers.
- Demonstrated strong problem-solving skills to diagnose technical issues and determine when to schedule in-home appointments with technicians for on-site problem resolution.

AWARDS

Winner of the Global Goals Jam Canada Winter 2024 Competition   March 2024
Centennial College Centre of Innovation and Entrepreneurship (COIE)