Mohammed Amir

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EDUCATION

BASc Computer Engineering

Minor in Artificial Intelligence · University of Toronto · Toronto, ON · Graduation: June 2024 · 3.2 cGPA

· Coursework: Software Engineering, Computer Architecture, Operating Systems, Computer Networks, Algorithms and Data Structures, Software Communication and Design, Relational Databases, Intro to AI, Applied AI

EXPERIENCE

iOS Technical Support Advisor

Transcom WorldWide   **July 2024 – December 2024, Toronto, ON**

· Diagnosed and resolved complex Apple device issues, achieving a 92% resolution rate through systematic troubleshooting.
· Collaborated with cross-functional teams to document and escalate problems, maintaining a 97% customer satisfaction rate.
· Streamlined support workflows by developing detailed documentation, mirroring agile best practices for process optimization.

Junior Software Developer

Human Endeavour   **May 2022 – August 2023, Vaughan, ON**

· Developed a full-stack assistive tablet app (Kotlin, Flask, Google Cloud APIs, MySQL) that enhanced accessibility for 400+ seniors and secured a $500K government contract.
· Implemented RESTful APIs with Flask and integrated MongoDB for an AI-powered indoor tracking system (Python, C++, Arduino) for real-time IoT sensor data management with 95% accuracy and 30% faster response times.
· Created interactive dashboards using Flask, Bootstrap, and JavaScript for dynamic data visualization.

PROJECT

Software Engineer

Unboxing Engineering · unboxingengineering-npsg.onrender.com/   · September 2023 – April 2024

· Developed a full-stack interactive web application using React, Vite, PostgreSQL, JavaScript (Three.js), and Node.js, increasing user engagement by 50% through real-time animations and interactions.
· Designed backend services to manage dynamic educational content and application state, reducing API response times by 25%, ensuring smooth performance across 19+ interactive elements.
· Implemented CI/CD pipelines and automated testing with Git, reducing deployment failures by 30% and ensuring 99.8% application uptime.

Open-Source Contributor

Ethos · github.com/Adittya-Gupta/Ethos   · November 2023 – January 2024

· Enhanced a React.js comment tracking feature, improving navigation efficiency by 60% and reducing search time by 40%.
· Developed new feature using JavaScript, Bootstrap, Firebase, and React.js, boosting user engagement by 25%.

Frontend Developer & Project Manager

UofT Occasional Web Application · occasional.onrender.com/   · September 2023 – December 2023

· Built a dynamic calendar and dashboard using HTML, CSS, Bootstrap, JavaScript, Flask, and MongoDB, improving event scheduling by 50% and cutting navigation time by 35%.
· Integrated REST APIs for personalized dynamic content, improving site responsiveness and delivering on core features.
· Led a team of three frontend developers, coordinating Agile development and using Git and GitHub to reduce bug resolution time by 40%.

Backend Developer

Text-Conferencing Application · January 2023 – April 2023

· Developed a Linux-based encrypted messaging application in C using TCP/IP protocols for secure multi-client communication.
· Implemented an ACK-based authentication system to boost security by 40%.
· Designed a multi-threaded server to support real-time messaging for 100+ users without latency issues.

Developer & Communications Manager

Atlas Meets Computer · January 2022 – April 2022

· Created a large-scale GIS mapping system using C++ and the OpenStreetMaps API for real-time navigation across 12 major cities.
· Developed an interactive GTK-based UI for 25M+ mapped nodes, enhancing search and route-finding.
· Optimized pathfinding with Dijkstra's and A* algorithms, reducing computation time by 40%, and integrated location-based filtering for enhanced accuracy.

SKILLS

DevOps &amp; Cloud: Docker, Google Cloud Platform, Microsoft Azure, CI/CD (GitHub Actions)

Development Tools: Git, Jira, Postman, Visual Studio Code, Figma

Frontend: React.js, Next.js, Redux, JavaScript, TypeScript, HTML5, CSS3, Tailwind, Bootstrap

Backend: Python (Flask, FastAPI), Node.js, Express.js, PostgreSQL, MySQL, MongoDB