

Ikram Khan

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EDUCATION

Bachelor of Science, University of Manitoba

Feb 2024

- Major: Computer Science
- Minor: Mathematics
- Relevant coursework: Data Structures and Algorithms, Algorithm Analysis, Database Concepts and Usage, Database Implementation, Distributed Computing, Human Computer Interaction, Software Engineering I and II, Project Management, Statistical Analysis I and II, Multivariable Calculus, Complex Analysis.

SKILLS

- Python, JavaScript, TypeScript, React, Node, Express, Git, NextJS, Docker.
- **Operating System:** Windows, Linux
- **Database:** MySQL, MongoDB, JSON, PostgreSQL.
- **Tools:** Visual Studio Code, Figma, Zendesk.

PROJECTS

HarmonySocial, Technology: TypeScript, Material UI, NextJS, Express, PostgreSQL, Dec 2023

- Co-developed a cutting-edge social media application integrated with a music database, a key project within the Software Engineering 2 course.
- Developed streamlined reusable components leveraging Material UI and NextJS, enhancing the app's front-end functionality and aesthetics.
- Developed robust API endpoints utilizing Express, ensuring seamless communication between the app's front-end and back-end systems.
- Interacted with a database using Prisma with PostgreSQL, optimizing data management and retrieval processes for enhanced performance and scalability.
- Participated in writing tests using Junit to check if features did what they were supposed to do.

Multi-threaded Webserver, Technology: Python, HTML, CSS, HTTP, JavaScript. Mar 2023

- A simple webserver that can handle multiple requests using multiple threads.
- The basic functionality implemented was user login and add/remove inputs and retrieve them.

Message Queueing System, Technology: Python.

Feb 2023

- Using TCP and UDP sockets and select statement in python, I built a simple queueing system that simulates completed work.
- Multiple clients can join through the command line to submit message/jobs and the queue would store this and distribute it among known workers who update the status of the work once completed.

Result Processing System, Technology used: PHP, HTML, CSS, MySQL.

Sep 2022

- Designed and implemented a relational database that can store information about university faculty members, students, their marks, courses they are enrolled in, the faculty they are from etc.
- Developed a front-end to interact and manipulate the data in the database.

WORK EXPERIENCE

Subject Matter Expert (IntouchCX, Winnipeg, MB R3C 1T1) Oct 2022 – Apr 2023

- Coached a team of over 30 members in gaining customer care skills namely empathy, taking responsibility and using positive language to become persuasive speakers.
- Collaborated with Team Leaders and Client in realizing set targets.
- Resolved escalated customer conflicts to ensure optimum customer satisfaction.
- Produced daily operational reports and maintained a good relationship with client advising of potential improvements needed in the day-to-day operations to improve sales and efficiency of operations.

Cashier/ Cast Member (Cineplex, Winnipeg, MB R3G 3L3) Aug 22- Oct 22

- Delivered exceptional service and entertainment experience to guests.
- Upsold retail items as well as helped the guest understand how the product functions.
- Handled cash and processed POS transactions in accordance with Cineplex's standards and the cash handling procedures.
- Ensured the counter is well maintained, cleaned, and well stocked.

Customer Support Representative (IntouchCX, Winnipeg, MB R3C 1T1) Aug 19 - Sep 2022

- Collaborated with an excellent team in providing resolutions to customers consisting mostly of senior citizens with limited interactions with technology and de-escalating conflicts.
- Took over 100 calls a day with a 95% weekly KPI score.
- Marketed products to customers and improved sales using positive and persuasive language.
- Resolved technical issues such as account troubleshooting, guiding customers through the UI, as well as submitting Jira bug tickets for unresolved issues.
- Gained customer-care skills needed to succeed in my role and be a team-player.