

# Mahmoud Hachem

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## Experience

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### Data Analyst (Full Time)

November 2023 - May 2024

TELUS International AI Data Solutions - Toronto, Ontario, Canada

- Gathered, cleaned, and organized data from various sources to ensure data quality and integrity.
  - Maintained and updated databases and data systems as necessary.
  - Performed detailed analysis of data to identify trends, patterns, and insights.
  - Utilized statistical methods and tools to interpret data and generate meaningful insights.
  - Identified areas for process improvement and efficiency within data management and analysis workflows.
  - Implemented best practices for data analysis and reporting to enhance productivity and accuracy.
  - Stayed up to date on industry trends and advancements in data analytics and technology.
  - Participated in ongoing learning and development opportunities to enhance skills and knowledge.
  - Evaluated tasks and processes based on guidelines provided, ensuring compliance with established standards.
  - Provided detailed feedback and analysis for tasks, contributing to continuous improvement initiatives.
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### Jr Technical Analyst (Full Time)

May 2023 - September 2023

Ontario Ministry of Transportation - Toronto, Ontario, Canada

- Performed SQL database-related tasks, including data manipulation, querying, and data fixing.
  - Conducted data backups and disaster recovery operations using Oracle SQL.
  - Created bug reports, test cases, and technical documentation for the applications.
  - Worked within Agile development methodologies, participating in all stages of the development cycle.
  - Utilized Azure DevOps for ticket management, including assignment, tracking, and submission.
  - Actively participated in sprints and daily scrum meetings.
  - Contributed to backend development projects, applying knowledge in creating systems to enhance management operations.
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### IT Support Specialist (Seasonal)

Jan 2021 - November 2023

Marriot On The Falls Hotel - Niagara Falls, ON

- Assisted in data cleansing and troubleshooting errors in the housekeeping department system files to ensure data reliability.
- Streamlined maintenance operations and improved data accuracy through proactive reporting and inventory management.
- Enhanced data integrity of the housekeeping department's file management system, resulting in efficient and effective data administration.
- Systematically reported and debugged maintenance concerns and repairs to management for prompt remediation.
- Troubleshoot and resolved technical issues, providing robust support and system improvements.
- Enhanced data quality assurance through rigorous debugging and validation techniques.

## Education

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### Computer Programming/Analysis - Advanced Diploma (CO-OP)

September 2021 - December 2023

Niagara College - Welland, ON

President's Honor Roll for Academic Excellence (2022 & 2023)

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### Software Engineering - Bachelors of Technology (CO-OP)

May 2024 - April 2026

McMaster University - Hamilton, ON

## Key Skills

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Full Stack Development

Data Analysis

Web Security

QA Testing

Problem Solving

Debugging

Technical Troubleshooting

Conflict Resolution

Customer Support

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## Projects

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### CAA Inventory Management System (Community Sponsored)

January 2023 - April 2023

CAA Niagara - Niagara Falls, ON

- Developed an inventory management application for all CAA Niagara Region branches.
- Created blueprints and wireframes for the development process of this application, highlighting the functionalities, capabilities, and the client's needs.
- Developed using ASP.Net MVC, ensuring optimal functionality, performance, and security features.
- Led continuous testing and quality assurance activities to guarantee high standards of stability and reliability.

## References

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### Owais Sayeeduddin - Ministry Of Transportation, Digital Solutions Branch

Owais.Sayeeduddin@ontario.ca (416) 999 - 5891

Senior Team Manager