Ahmed Zahran

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EDUCATION

University of Utah

Bachelor of Science in Computer Science　　　　　　　　　　　　　　　　*Expected Graduation: May 2025*

- Emphasis: Artificial Intelligence and Machine Learning
- GPA: 3.6
- Relevant Coursework: Database Systems, NLP, Networking, Data Structures & Algorithms, Image Processing

EXPERIENCE

Diablo Valley College　　　　　　　　　　　　　　　　　　　　　　Aug. 2022 – May 2023

IT Support　　　　　　　　　　　　　　　　　　　　　　　　　　　　*Pleasant Hill, CA*

- Automated inventory with custom scripts, reducing discrepancies by 25%.
- Resolved 300+ technical issues, optimizing software performance.
- Trained 100+ users on new software tools and system updates.

UX Centers (Altice USA)　　　　　　　　　　　　　　　　　　　　July 2020 – Aug. 2021

Customer Service Representative　　　　　　　　　　　　　　　　　　*Alexandria, Egypt*

- Provided tech support to 500+ users, maintaining 95% satisfaction.
- Resolved software and connectivity issues for improved user experience.
- Diagnosed and escalated complex technical issues, reducing resolution time by 20%

SKILLS AND PROJECTS

Technical Skills: C++, C#, Python, .NET, React, AWS, SQL, HTML, CSS, TypeScript/JavaScript, Git, Agile, Scrum

Courses Management System

- Developed a full-stack web app featuring a RESTful API for managing user roles and secure data handling
- Implemented role-based access for users, optimizing database queries and ensuring secure interactions
- Enhanced UI performance with Razor Pages and AJAX, enabling real-time updates and a seamless user experience.

Sprite Editor

- Worked with a team of 6 to build a sprite editor using the MVC architecture for real-time pixel art manipulation
- Implemented multi-layer management, dynamic color selection, and an optimized export pipeline
- Developed an event-driven system with modular components to enable seamless user interactions

Spreadsheet Application

- Built a cross-platform spreadsheet app, focused on real-time data handling and complex formula processing
- Integrated a custom dependency graph to manage cell dependencies and handle circular references efficiently
- Implemented autosave and real-time updates to ensure data consistency and streamline the user experience

Logic Circuits Educational App

- Collaborated with a team of 6 to build an educational tool for logic circuits with real-time interactive simulations
- Designed a modular architecture using event-driven principles, allowing dynamic interaction and seamless updates
- Optimized system performance and UI, leveraging Qt to create a responsive and seamless learning experience.

LEADERSHIP & SERVICE

American Field Service (AFS)　　　　　　　　　　　　　　　　　　Jan. 2020 – Present

Volunteer

- Guided exchange students through orientation by sharing personal experiences to ease cultural adjustment
- Interviewed and assessed applicants to select candidates for the AFS international exchange program

Society of Hispanic Professional Engineers (SHPE)　　　　　　　　Sep. 2023 – Present

Member

- Engaged in STEM outreach initiatives aimed at increasing diversity and inclusion in technical fields
- Collaborated with peers to organize events promoting STEM careers to underrepresented communities