# WALID ABDULLAHI

## Software Engineer Intern

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## WORK EXPERIENCE

### CUSTOMER CARE ASSOCIATE

**LAKESHORE LEARNING MATERIALS**

📅 September 2023 - current   📍 Georgia

- Developed a personalized follow-up process, leading to a noticeable increase in customer satisfaction and repeat business.
- Applied a proactive approach to issue resolution, reducing common customer complaints by 15%.
- Collaborated with departments to refine feedback processes, improving response times and service quality.

## PROJECTS

### Company Z - Employee Management System

**Java Developer and Database Architect**

📅 Software Development Project - Spring 2024

- Designed and implemented Java classes for managing employee data, including features such as adding new employees, updating records, and generating payroll.
- Created and maintained a custom SQL database schema, incorporating employee demographic details, payroll information, and part-time versus full-time employee classifications.
- Developed Python scripts to automate tasks such as payroll calculations, report generation, and data backup, improving system efficiency and reducing manual work.
- Created and executed automated test cases using Python to ensure the accuracy of data processing and the integrity of the system under different usage scenarios.
- Developed sequence diagrams and workflows to map out the user experience and system interactions, ensuring a seamless interface for administrators.

### WiFind - A Platform for Connectivity

**Backend and Frontend Developer**

📅 Software Enginering Project - Spring 2024

- Developed backend functionality using C# in the .NET MVC framework, implementing core features such as user authentication, payment processing, and Wi-Fi management.

## CAREER OBJECTIVE

Motivated Computer Science student with a focus on data science and software development, seeking to contribute expertise in data-driven analysis, machine learning, and full-stack development to deliver impactful solutions. Experienced in predictive modeling and application development, with a commitment to supporting innovative projects and driving efficiency for dynamic teams.

## EDUCATION

Bachelor of Science

Computer Science

**GEORGIA STATE UNIVERSITY**

📅 August 2022 - December 2024

📍 Atlanta, GA

**Relevant courses**

- Web Programming
- Big Data Programming
- Design & Analysis of Algorithms
- Software Engineering
- Software Development
- Fundamentals of Data Science
- Programming Language Concepts
- Database Systems
- Probability and Statistics for Computer Science

Associate in Science

Computer Science

**GEORGIA STATE: PERIMETER COLLEGE**

📅 2020 - 2022

📍 Clarkston, GA

- Built dynamic and responsive user interfaces using JavaScript, including interactive features like real-time search for Wi-Fi listings, user profile management, and a shopping cart system for purchasing Wi-Fi access.
- Designed and optimized complex SQL queries for retrieving and storing data related to user accounts, Wi-Fi listings, and transactions, ensuring efficient database performance.
- Integrated payment gateways with the backend API to securely handle financial transactions.
- Conducted unit testing and debugging using Git for version control, ensuring smooth functionality across modules and consistent code quality.
- Collaborated in an Agile environment, participating in code reviews and sprint planning sessions to refine system performance and usability.

## Student Academic Performance Prediction

### Data Scientist and Machine Learning Developer

📅 Fundamentals of Data Science Project - Fall 2023

- Developed predictive models using Linear Regression to forecast student grades from a Kaggle dataset with 32 features and 612 instances, incorporating key variables such as parental education, study time, and absences.
- Conducted extensive data preprocessing tasks, including cleaning, feature selection, and transforming raw data for machine learning applications.
- Employed data visualization techniques such as box plots and histograms to identify patterns and outliers, enhancing the understanding of student performance distribution.
- Designed and implemented a novel approach by incorporating multiple target features as descriptive inputs, resulting in a significant improvement in model accuracy.
- Evaluated model performance using metrics like Root Mean Squared Error (RMSE) and $R^2$ Score, demonstrating the effectiveness of the novel approach compared to traditional linear regression.
- Used Python and libraries like pandas, NumPy, and scikit-learn for data analysis, model training, and evaluation.

**Relevant courses**
- Data Structures
- Theoretical Foundations of Computer Science
- Calculus of One Variable ||

# SKILLS

## Programming Languages
- Java, Python, JavaScript, C, C++, C#, SQL, R, HTML, XML, Assembly Language

## Frameworks & Tools
- .NET MVC, React, Angular, Git, Jupyter, Visual Studio Code, Eclipse, Tableau

## Database Management
- SQL Server, Azure SQL Database, Oracle, SQL schema design, DBeaver

## Data Science
- Machine Learning, Data Visualization (Pandas, NumPy, Scikit-learn), Predictive Modeling, Data Preprocessing

## Cloud & Environments
- Linux, Windows, VM VirtualBox

## Soft Skills
- Problem-solving, Strong Communication, Agile Collaboration, Technical Documentation

# CERTIFICATIONS

- Google Data Analytics by Google on Coursera (March 2023)