Sam Sawan

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EDUCATION

McGill University — 09/2020 – 05/2024
Bachelor of Science in Software Engineering — *Montreal, QC*
- Relevant Courses: Algorithm Design, Data Structures and Algorithms, Software Validation, Software Design, Functional Programming, Requirements Engineering, Operating Systems, Parallel Programming

SKILLS

Languages: Go, Python, JavaScript, Java, C, C++, SQL, Dart, GDScript
Cloud: Firebase, AWS
Database: SQLite, MongoDB
Developer Tools: Git, GitHub

EXPERIENCE

Apple — 06/2022 – Present
Technical Specialist – Full Time — *Montreal, QC*
- Demonstrated strong problem-solving and debugging skills by diagnosing issues for Apple hardware and software, resulting in a 90% customer satisfaction rate for four consecutive quarters.
- Developed multiple text shortcuts that are now used store-wide during appointments to improve efficiency during note taking, resulting in a 10% decrease in appointment duration.
- Developed a systematic debugging routine to isolate the root cause of various issues like connectivity errors, application interaction conflicts and system malfunctions, resulting in an improved overall efficiency during appointments.
- Organized and presented multiple store-wide trainings to help with onboarding new, seasonal and veteran specialists alike, resulting in a 20% improvement of store-wide activation and customer satisfaction results.

TheDevFactory — 09/2023 – 01/2024
Software Developer Intern — *Montreal, QC*
- Built a customized chat completion model leveraging OpenAI's ChatGPT-4 API to integrate code snippets and SonarQube reports, enabling real-time feedback and suggestions to users.
- Enhanced model performance through iterative refinement of prompts and adjustments to API interactions, resulting in a 10% increase of response accuracy.
- Proposed and implemented innovative strategies to optimize the AI code reviewer's functionality, focusing on delivering actionable insights based on industry best practices and software design principles.

PROJECTS

Bookmarkd | *Flutter, Firebase, Figma*
- Designed and prototyped the app in Figma, creating a user-friendly interface and seamless user experience.
- Developed the app in Flutter using a component-based architecture, resulting in easier maintenance and ensuring scalability of the source code.
- Implemented key features, including a Book Club function for creating/joining clubs, sending invites, sharing comments, and updating reading progress.
- Integrated Firebase services, leveraging FirebaseAuth for secure user authentication and Firestore for efficient real-time data storage and retrieval.
- Utilized GoogleBooks API to fetch and display book data in real-time.

Splendor | *Java, JavaScript, REST, Maven, Docker, JUnit, Spring Boot, Git*
- Developed backend game rules and logic in Java, integrating it with the frontend using REST API calls.
- Implemented user authentication by integrating the backend with a Lobby Service.
- Created components for the frontend of the game using basic JavaScript.
- Containerized the frontend, backend, and database with Docker for ease of deployment.

PROFESSIONAL CERTIFICATIONS

- AWS Certified | Cloud Practitioner