

MOEEZ NAGRA

moeez.tech | moeeznagra22@gmail.com | 306-850-7986 | [LinkedIn/moeeznagra](https://www.linkedin.com/in/moeeznagra)

EDUCATION

University of Saskatchewan
Bachelor of Science in Computer Science

Sept. 2021 - Present
Saskatoon, SK

CERTIFICATES

Google
Data Analytics Certificate

July 2024 - Present
Coursera

Illinois Tech
Computer Networking Certificate

Nov. 2023 - Feb. 2024
Coursera

SKILLS

Languages: Python, Java, SQL, C, Html, CSS, Javascript

Applications: IntelliJ, VScode, Tableau, git, GitHub, AWS Amplify, Lambda, DynamoDB

Operating Systems: Windows, Mac, Linux, iOS, Android

EXPERIENCE

TJX Canada
Customer Service Sales Representative

Mar. 2022 – Jan. 2023
Saskatoon, SK

- Resolved 95% of customer inquiries within first interaction by leveraging internal systems, demonstrating strong **communication** skills, which resulted in a 30% increase in **customer satisfaction** and significantly reduced follow up inquiries, enhancing overall service efficiency.
- Nominated "Employee of the Month" four times by colleagues for consistently demonstrating **teamwork**, **collaboration**, and a **positive attitude** reflecting my ability to work effectively within a team environment.
- Led the training** of 2 new team members on best practices for managing high-volume customer interactions, taking initiative to mentor and guide them through complex situations.

PROJECTS

AWS Power Calculator Web App | *AWS Amplify, Lambda, DynamoDB*

- Developed a scalable Power Calculator Web app by leveraging **AWS Amplify, Lambda, API Gateway**, and **DynamoDB**, improving computational efficiency by 25%.
- Implemented **serverless architecture** using AWS services, streamlining data storage and retrieval, which reduced response times by 40% for real time calculations.

Animal Adoption Site | *Html, Css, Javascript, JQuery*

- Developed a animal adoption website during a **hackathon**, leveraging **HTML, CSS, JavaScript**, and **jQuery** to create an engaging platform for animal lovers.
- Responsive Design:** Ensured the website is fully responsive, providing an optimal viewing experience across devices, from desktops to smartphones.

Netflix Dashboard | *Tableau, SQL*

- Data Visualization** using **Tableau**: Developed an **interactive** Netflix dashboard analyzing over 6,000 rows of movies and TV shows data from Kaggle (up to 2021), providing insights into content distribution, ratings, and genres.
- Geographic Insights:** Incorporated a global map to visualize the distribution of Netflix content across 180+ countries, highlighting regional trends in media availability.
- User-Friendly Interface:** Created visualizations like pie charts, bar charts, and timelines to present data on content ratings, genres, and growth of Netflix's catalog over time, making the dashboard intuitive and easy to navigate.

CLASSES

Relevant Courses: Intermediate Software Engineering, Data Structures & Algorithms, Object Oriented Programming, Functional Programming, Design Analysis & Correctness, Linear Algebra