**Mariam Bastami**

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Location: Ottawa, ON (willing to relocate)

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**Profile**

Associate Engineer with 7 years of experience facilitating and understanding clients' requirements by designing easy to use solutions, analyzing functional requirements and cost impacts, testing new software before implementation, creating training materials, providing in-person and on-phone mentoring discussions and meetings, troubleshooting technical issues, and optimizing old processes.

**Language Skills:**

English/French

**Security Clearance:**

Reliability Status

**Certifications**

Certified LabVIEW Associate Developer (CLAD) – in progress

[Oracle Certified Professional: Java SE 17 Developer](https://catalog-education.oracle.com/pls/certview/sharebadge?id=5974D5C4FBDAFC0F794522DDCA16ED966D8AA14A0C0579A42427A8513616FDF5)- April 2023

[Oracle Java Foundations Certified Junior Associate (1Z0-811)](https://www.credly.com/badges/d4fe2614-3989-4457-82d3-71be525f95cf?source=linked_in_profile) – September 2020

[Oracle Cloud Infrastructure Foundations 2021 Associate](https://catalog-education.oracle.com/pls/certview/sharebadge?id=0E690AF34FE5E7785798404140C49071CDA89EE9831C1100043C79A52BE80ECE&fbclid=IwAR1eSaCc8kpeUb8eS3qV03Ci0WZBImJ_hPbQfCOtXpqJgHygwr4SHzv5F_8) - December 2021

**TECHNICAL SKILLS**

Java, JavaScript, HTML, RESTful API, Node.js, CSS, MySQL, Python

**SOFTWARE SKILLS**

qTest, Jama, IntelliJ, Crystal Reports, GitLab, Postman, Hornbill Ticketing System, Team Foundation Server, BMC Remedy, Microsoft SQL Server, Visual Studio, FileNet IBM web-application, Confluence, JIRA, Microsoft InfoPath

**EDUCATION**

M. Eng in Electrical and Computer Engineering

University of Ottawa, 2015

B.S in Electrical Engineering

Rafik Hariri University, 2013

**Professional Experience**

**System Tests Developer**

**Rockwell Automation**

**Montreal, QC (April 2022 – Present)**

**Project: Manual and Automated Testing of Control Systems**

* Provide manual and automated testing of Trusted, Allen-Bradley/ControlLogix, and AADvance Fault Tolerant Control Systems
* Execute tests for various communication protocols such as Modbus, SNTP, CIP, Peer-to-Peer, and TCP/IP on Control Systems
* Automate tests in LabView to test the system’s product requirements
* Debug and troubleshoot legacy LabView test suite to fit the new firmware changes made to the control system
* Investigate and fix discrepancies in the resulting test report of a control system by debugging and troubleshooting its automated LabView code
* Create a python script to replace the IENetP Test Tool to analyze Wireshark capture files of network traffic and output various statistics about it

**Environment:** LabView, GitLab, qTest, Jama, SISW, Studio 5000

**Technical Support Analyst**

**Axiell Group**

**Ottawa, ON (November 2020 – April 2022)**

**Project: Testing and troubleshooting for Museum Applications**

* Provide technical support and manual testing for two main products: Mimsy and Emu used by Museums, Libraries, and Galleries
* Create new client and server releases of EMu Software and upgrade the client's Linux environment
* Run SQL queries to manage users' access to Mimsy software and perform upgrades of Mimsy application and its corresponding database
* Fix Crystal Reports to display information correctly, such as modifying dates and images to be well-formatted

**Environment:** Oracle for Mimsy, Linux for Emu, Hornbill Ticketing System

**Software Engineer**

**NetFore Systems**

**Ottawa, ON (July 2019 – December 2019)**

**Project: Inference IVR workflows and ForeAction application (Election Tracking Software)**

* Create, design, and test Interactive Voice Response (IVR) systems
* Build IVR workflows to capture user data or transfer the client to the correct agent for their request
* Write validation test cases, in Yaml programming language, that uses a framework written in groovy to test the API functionality of custom-built search criteria in ForeAction application
* Perform manual testing of the ForeAction application

**Environment:** Postman, IntelliJ, Jenkins, Inference Solutions, JIRA, RESTful API, PostgreSQL

**Helpdesk Specialist (Contract)**

**Immigration, Refugees and Citizenship Canada**

**Ottawa, ON (November 2018 – July 2019)**

**Project: Level 1 Technical support for the Global Case Management System (GCMS) application**

* Monitor IT tickets arriving on the Team foundation server ticketing system and provide a classification of issue type (such as subdivision for which the issue falls into and priority level)
* Identify the ticket issue pertaining to user’s request, and where the issue is occurring within the application
* Perform initial issue analysis and send ticket to designated team for further investigation
* Generate tickets for technical issues submitted by clients and monitor application flaws through Team Foundation Server ticketing system
* Assist in training new personnel in Level 1 support using MS PowerPoint presentation and instructional manual
* Provide Level 1 troubleshooting guidance and services to clients

**Environment:** Team Foundation Server, GCMS Application

**CS-01 IT Analyst**

**Canada Revenue Agency**

**Ottawa, ON (August 2016 – October 2017)**

**Project: Content Management using IBM FileNet Enterprise web-application**

* Perform technical support to the FileNet web-application with the support of the senior technical specialist as well as troubleshoot various client issues
* Present data storage usage and license usage reports to management using data visualization features of Excel to ensure proper risk management of the client’s allocated resources and to discuss the need to allocate new resources before the threshold is reached.
* Create training manuals such as the Business Analysis guide to assist with the onboarding of new employees as well as update the FileNet web-application training manuals for the users
* Design infographic diagrams that explain the application’s architecture to external clients
* Attend weekly meetings with supervisor and team members to discuss completed tasks, outstanding issues require more investigation and analysis and assignment of new work items
* Meet with stakeholders to discuss business improvement plans and provide application training
* Elicit functional requirements from clients and hold team meetings for the various project phases such as design, testing, implementation in production, post-implementation
* Design a functional requirement document for clients’ sign-off after meetings and discussions with internal clients
* Evaluate existing procedures and methods, identify related workflows and document
* Establish an access management system that meets the needs of the application’s users
* Create technical and business articles related to the web application on Confluence Wiki such as FAQs, technical manuals, architecture diagrams, client usage.
* Develop and analyze the costing and impacts of new projects with the manager, supervisor, and developers
* Troubleshoot system logs and communicate errors to senior developer
* Provide helpdesk support and grant access permissions to users using the established security model
* Create test plans and test cases based on the system design documents of IBM FileNet web-application
* Establish acceptance test criteria with clients
* Perform application user testing and record any errors or discrepancies in the system’s behavior before the release that meet the functional requirements signed off
* Create use cases for Proof of Concept to measure the feasibility of Record Management solution with clients

**Environment:** FileNet IBM web-application, Confluence, JIRA, Windows 10, BMC Remedy Ticketing System, Citrix

**Technical Business Analyst**

**Autocene**

**Ottawa, ON (April 2015-August 2016)**

**Project: Automating Forms within Microsoft Outlook**

* Provide customized content management solution for the client's email system
* Design forms' layout and functionality within Microsoft InfoPath based on client’s requirements for capturing data
* Develop workflows specifying the path of the integrated form in outlook from sender to receiver
* Troubleshoot technical problems related to forms designed and their implementation
* Test the customized solution functionality based on the client’s needs
* Manipulate structured data from forms in Microsoft SQL Server to provide reporting to clients
* Analyze data from excel reports and transform the analyzed data into a tailored solution
* Work collaboratively with team members to troubleshoot design issues
* Analyze data from excel reports and transform the analyzed data into a tailored solution to the client

**Environment:** Windows IIS Servers, Microsoft SQL Server, MS Exchange, MS Office, Visual Studio

**Master of Engineering Candidate Projects**

**University of Ottawa**

**Ottawa, ON (2013 – 2015)**

**Project 1: Design of a UML System**

* Design UML model of the student’s academic record system to explain the communication between the different components of the system on a high-level such as the steps needed to add a course in the system
* Plan and design the database architecture of the static, dynamic and design models of the system
* Collect and document user requirements and provide advice to other informatics resources regarding selection, application, and implementation of database
* Design sequence diagrams, class diagrams, state charts of the system using Magic Draw & Microsoft Visio

**Environment:** Eclipse, Magic Draw, Microsoft Visio, UML

**Project 2: Comparison of Zim and MySQL**

* Analyze, study, compare history, functionality, features, procedures & different properties of Zim & MySQL
* Perform queries regarding the ATM ER model on the Zim software and document the result of the queries
* Summarize key points, errors, and recommendations realized from the analysis

**Environment:** Zim

**Project 3: Design a webpage to explain a multimedia algorithm: Hiding information in text and images**

* Design a webpage for explaining the multimedia algorithm
* Organize information on the webpage using text, images, audio, and a video to clarify the algorithm
* Design the appearance, layout of each webpage
* Test project for final functionality in different browsers

**Environment:** Microsoft Web Matrix, NetBeans, HTML