Jennifer Choubassi

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HIGHLIGHTS

Versatile IT and software development professional with a strong foundation in programming, systems support, and cognitive psychology. Experienced in building, testing, and troubleshooting software across academic and real-world settings. Skilled in C++, Python, Java, and web technologies, with additional hands-on experience in embedded systems and AI applications. Passionate about problem-solving, designing efficient solutions, and bridging theory with practical implementation to deliver reliable, user-focused technology.

PROFESSIONAL EXPERIENCE

Government of Canada - Indigenous Services Canada   January 2024 – June 2025
Support Technician   Edmonton, AB
- Using ITIL standards to consistently resolve 100+ incidents monthly, minimizing downtime.
- Administering Active Directory for over 1000 users, managing secure access and permissions.
- Providing Tier 1 & 2 support for M365 and government cloud systems to resolve user issues.
- Coordinating with internal teams to resolve hardware & software issues efficiently.
- Developing user guides to standardize workflows and reduce onboarding time.
- Creating guides for technicians to standardize and document processes and ensure consistency across the team.
- Mentoring student employees, supporting their development and improving team output.
- Writing monthly IT newsletter on tech updates, security tips, and internal changes.
- Maintaining 98% resolution rate during peak demand periods.

Software Projects   June 2020 - Present
Academic & Self-Directed   Edmonton, AB
- **Secure TCP Server (C++)** – Developed a secure client-server model with RSA key generation and CBC-mode encryption for encrypted message transfer.
- **FTP Server (C++)** – Implemented file transfer over sockets with command handling and IPv6 support, simulating basic FTP functionality.
- **Personality Quiz Web App (HTML, CSS, JS, Python)** – Created a single-page application with a dynamic frontend and Python backend. Parsed user input, generated psychological profiles, integrated external APIs to improve UX, and displayed feedback. Packaged and deployed the full stack using Docker for containerized execution.
- **Inverted Pendulum Controller (C++)** – Built a fuzzy logic system to balance a simulated pendulum using real-time physics and simple graphics.
- **Inventory Manager (Java)** – Created a desktop app to manage computer inventory using OOP concepts, inheritance, file I/O, and user interaction.
- **8-Puzzle Solver (C++)** – Designed a command-line solver using search algorithms like A*, Uniform Cost Search, and heuristics. Includes animated and batch testing modes.
- **Course Selection Tool (Java)** – Built a course enrollment management system with validation, searching, and object serialization.

Undergraduate Researcher - Psychology Thesis   September 2019 – June 2020
Grant MacEwan University   Edmonton, AB
- Led an independent thesis study examining whether prolonged eye gaze enables accurate personality judgments using Big Five and HEXACO models.
- Designed and conducted controlled experiments with peer dyads and structured personality assessments.
- Analyzed data using Pearson correlations, F-tests, and two-sample T-tests in Excel and MATLAB to explore perceptual

accuracy and presence of the self-based heuristic.
- Addressed methodological limitations such as social desirability bias and proposed refinements for future studies.
- Authored a comprehensive academic paper using LaTeX, integrating psychological theory, quantitative analysis, and implications for nonverbal communication.

Apple Inc   **May 2022 – January 2024**
Product Zone Expert   Edmonton, AB
- Delivered personalized, high-quality service by identifying customer needs and providing tailored product recommendations, technical support, and training.
- Resolved complex hardware, software, and account-related issues across the Apple ecosystem, ensuring a seamless customer experience and driving satisfaction.
- Guided customers through setup, data transfer, and troubleshooting, fostering confidence and trust in their devices.
- Led group and one-on-one training sessions to empower both customers and team members with product knowledge and technical skills.
- Mentored peers through regular check-ins, shadowing, and skill-building activities to enhance customer service delivery.
- Streamlined service processes by identifying workflow improvements, reducing wait times, and enhancing the overall client experience.

The Source   **March 2018 – February 2022**
Sales Associate   Edmonton, AB
- Assisted customers in diagnosing and troubleshooting issues on a variety of devices across multiple platforms.
- Stayed up to date with evolving tech to support customers and peers more effectively.
- Processed warranty claims and coordinated shipments to repair depots.
- Advised on warranty or replacement options for malfunctioning devices.
- Developed and administered weekly quizzes, for Alberta, British Columbia, and Saskatchewan, to assess employee knowledge and development.
- Authored highly praised training and reference guides for AB, BC, and SK team.
- Built and managed weekly schedules to meet staffing needs.

CERTIFICATIONS, SKILLS & INTERESTS

- **Languages:** English, Arabic.
- **Certifications:** CompTIA Network+ (In Progress), Getting Started with Python (Coursera), Python Data Structures (Coursera).
- **Programming Languages:** C, C++, Python, Java, JavaScript, HTML & CSS.
- **Development Tools:** Git, GitHub, Docker, Boost C++ libraries, VS Code, Sublime Text, Eclipse.
- **Systems & Tools:** Active Directory, Azure AD, Microsoft 365, Government Cloud.
- **Core Competencies:** Technical Troubleshooting, Documentation, Training & Mentoring, Workflow Optimization, version control (GitHub), containerization (Docker), networking (TCP/IP).

EDUCATION

Massey University   **Present**
Bachelor of Science, Computer Science
- Focused on C++, Java, data structures, OOP, AI, web development, and embedded systems. Gained hands-on experience in systems programming, client-server architecture, and building interactive full-stack applications.

Grant MacEwan University   **June 2020**
Bachelor of Science, Psychology
- Specialized in cognitive and perception psychology. Gained experience in experimental design, data analysis, and scientific writing using MATLAB and LaTeX.