

Arshiya Evan Moallem

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EDUCATION

- **Bachelor of Engineering, Software Engineering** September 2023 - Present
Carleton University, Ottawa, ON
Third-year standing, CGPA: 9.25/12 (B+)
Entrance Scholarships
- **Ontario Secondary School Diploma** August 2019 - June 2023
École Secondaire Louis-Riel, Ottawa, ON
Honour Roll

TECHNICAL SKILLS

- Proficient in Python, C, Java; familiar with C++, HTML, CSS, JavaScript, and Linux
- Skilled in OOP, ADTs, algorithm efficiency, and data structure design for mid-scale applications
- Experienced with debugging, unit testing, and using Visual Studio Code, Git, and Office 365 suite

COMMUNICATION SKILLS

- 4+ years of experience working in a customer service environment
- Strong communication, interpersonal, and collaborative skills with expertise in organization, problem-solving, facilitation, and building strong customer relationships.
- Bilingual – English, French
- Demonstrated ability to work independently and with a team in a fast-paced environment.

WORK EXPERIENCE

Shared Services Canada (SSC) | Services partagés Canada (SPC), Ottawa, ON

Student Co Op Position | Private Cloud Team May 2025 - Present

- Experienced with Infrastructure as Code (IaC) using Terraform and Ansible to automate and manage infrastructure in OpenStack and cloud environments.
- Proficient in Linux system administration, including configuration, automation, and troubleshooting in production systems.
- Applied IaC, Linux, and OpenStack expertise to support scalable, secure, and reliable infrastructure deployments.

Shoppers Drug Mart, Ottawa, ON

Merchandiser/Cashier September 2022 - May 2025

- Organized inventory by shelving items, maintaining displays, and labeling products.
- Assisted customers with inquiries, provided product education, and checked stock availability.
- Processed return and exchange transactions while ensuring customer satisfaction.

Ottawa Crew Sports Club, Ottawa, ON
Soccer Coach

May 2024 - October 2024

- Supervised players during practices to help improve skills and teamwork.
- Organized and coordinated sporting events for smooth execution.
- Coached players to improve their performance and growth in the sport.

Bulk Barn, Ottawa, ON
Cashier

May 2021 - September 2022

- Operated the cash register and managed transactions, ensuring efficient and courteous service.
- Trained new staff on customer service etiquette and operational requirements.
- Managed inventory and maintained store appearance by stocking shelves and ensuring tidiness.

VOLUNTEERING EXPERIENCE

École Secondaire Louis-Riel

September 2019 - June 2023

Soccer assistant coach & assistant referee

- Ensured all tasks provided by the head of management were completed efficiently.
- Assisted in the preparation of organized sporting events.
- Coached and guided players to increase and improve in the sport.

Personal Projects

- **Social Media App (C)**
 - Simulated core social media features: user registration, profiles, friends, and posts
 - Used linked lists, stacks, and dynamic memory for data management
 - Built input-validated, menu-driven interface in C
- **Personal Website (HTML/CSS/JavaScript)**
 - Responsive portfolio with smooth scrolling and animated sections.
 - Projects displayed in clean, separated, interactive cards.
 - Contact form opens in a modal with a draggable message box
- **Video Game Hub (Python)**
 - Built games like number guessing, rock-paper-scissors, and a quiz
 - Added custom loading animations and robust input validation
 - Used modular design and **random**, **sys**, and **time** libraries

REFERENCES AVAILABLE UPON REQUEST