

# SHAFY HAMID

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## SUMMARY

An IT graduate with practical expertise in project management, system design, and programming who is extremely driven and results-oriented. competent in creating network apps, AI-powered chatbots, and unique UNIX shells, among other software applications. solid background in data analysis, business analytics, and survey design for determining the profitability of a business. competent in networking, SharePoint, Power BI, and database administration. knowledgeable about ICT project management, with an emphasis on resource, schedule, and scope management.

## PROJECTS

- **UNIX Shell and Network Applications:** Designed and implemented a custom UNIX shell and network applications in C for message exchange and user authentication, enhancing problem-solving and system programming skills.
- **Business Analytics Survey:** Conducted a feasibility study for a business idea by designing and distributing a survey, analyzing data to identify success factors, and presenting actionable insights to guide decision-making.
- **ICT Project Management:** Led team-based ICT system development projects, managing scope, schedule, cost, and resources using project management tools, while adhering to ethical practices.
- **Network Simulation with Cisco Packet Tracer:** Built and simulated network topologies, configured switches, routers, and IP routing protocols (subnetting, VLANs), and implemented OSI model-based solutions for switched and routed networks.
- **Database Analytics with Power BI and Oracle SQL:** Developed interactive Power BI dashboards and designed star schemas in Oracle SQL to streamline data visualization and database administration.
- **SharePoint Administration:** Configured and managed SharePoint settings, including document management and collaboration tools, to optimize team productivity and workflow efficiency.
- **Menu-Based Java Program with GUI Enhancements:** Developed a menu-driven Java program to manage customer subscriptions for a weekly magazine, including features to add, remove, and display customer details, and enhanced it by converting it into a GUI-based application to improve usability and add advanced features for better user interaction.
- Projects can be found here  
[https://drive.google.com/drive/folders/1sS2YaQtT1KyjE5U3SUxjXyguvdb-1llg?usp=drive\\_link](https://drive.google.com/drive/folders/1sS2YaQtT1KyjE5U3SUxjXyguvdb-1llg?usp=drive_link)

**AI-Powered Multi-Language Chatbot for Nejoum Al Jazeera.**

- Designed and developed an AI-driven chatbot using the OpenAI GPT-4 API to handle customer enquiries related to car shipping, and logistics.
- Implemented multi-language support (English, Arabic, Urdu) with Google Cloud Translation API for real-time translations.
- Built a robust backend using Flask and integrated MySQL for efficient data management, including user interactions, and FAQs.
- Developed a responsive front end using HTML5, CSS3, JavaScript, and Tailwind CSS, creating an intuitive user interface.
- Employed Visual Studio Code for development, GitHub for version control, and Python libraries such as Flask, mysql-connector-python, and python-dotenv.
- Hosted locally during development to ensure efficient performance, without reliance on cloud infrastructure.

## EDUCATION

IGCSE O'Levels | The Westminster School, Dubai

Foundation Program | Manipal University, Dubai | 2016 – 2017

BSc Computer Science | Murdoch University, Dubai | 2018-2024

## SKILLS

- |  |                        |
|--|------------------------|
| • Project Management                       | • Network architecture |
| • Software applications                    | • Microsoft PowerBi    |
| • Programming languages(SQL, Java, C, C++) | • Microsoft Excel      |
| • Microsoft SharePoint                     | • Team Collaboration   |