

LAWAZ ISLAM

IT & DATA ANALYST · TECHNICAL SUPPORT · POWER BI · SQL · SERVICENOW

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Authorized to work for any employer in Canada (PGWP, no sponsorship required)

PROFILE

- MEng in Electrical and Computer Engineering (University of Windsor, 2026). Two Windsor placements in a row where the job came down to the same thing: get the data right, then make it useful. Power BI, SQL, Python, ServiceNow and Microsoft 365, all in live municipal and non-profit settings.
- Built and deployed two full-stack web apps on my own time, with REST APIs, databases and automated tests, because a spreadsheet was not good enough for the problem.
- Studied or worked in five countries (Canada, USA, Qatar, India, Singapore). New systems and new teams do not slow me down.

CORE SKILLS

Data & Reporting: Power BI, DAX, SQL, Excel (Advanced), Python (pandas, numpy), Data Reconciliation, Dashboards, Reporting

Software & Web: Python (FastAPI, Flask), REST APIs, React, SQLite, pytest, Git/GitHub, Cloud Deployment (Render, Vercel)

IT & Platforms: ServiceNow, Help Desk / Ticketing Systems, Microsoft 365, SharePoint, Power Automate, Power Apps, MS Teams, Troubleshooting, Technical Support, Requirements Analysis, Process Improvement, Documentation, CRM

EDUCATION

Master of Engineering, Electrical and Computer Engineering

Jan 2025 to Apr 2026

University of Windsor, Windsor, ON | 84% (A average), approx. 3.7/4.0

Bachelor of Technology, Electronics and Communication Engineering

Jul 2020 to Jun 2024

Institute of Engineering & Management (IEM), Kolkata, India | CGPA 9.3/10.0, 3.70/4.0 (MAKAUT official conversion)

EXPERIENCE

Data Manager, Welcome Centre Shelter for Women & Families

Jan 2026 to Apr 2026

Windsor, ON

- Reconciled 100+ invoice records worth \$100K+ over 12 months for a non-profit serving 200+ clients, and caught 10+ discrepancies before they reached the operational reports.
- Analyzed a year of performance data and gave leadership month-over-month and year-over-year trends they could act on. Kept confidential records to regulated community-care standards.

IT Project Coordinator & Researcher, City of Windsor

Sep 2025 to Dec 2025

Windsor, ON

- Rebuilt 50+ ServiceNow knowledge-base articles, now used across the IT department, and audited 30+ entries to decide what stays internal and what citizens can see.
- Helped design the AI Use Case submission process (form structure, question flow, prioritization criteria) and supported active IT projects with feasibility checks and documentation under the Technology Strategy & Operations team.

INTERNSHIPS

IT Project Intern, Commercial Bank

Aug 2024 to Sep 2024

Doha, Qatar

- Built 3+ management reports in Power BI and Excel for the Customer Insights Technology team, pulling data from several systems into one clear view.
- Learned CRM fundamentals and the bank's internal processes under direct mentorship, then made data-quality updates to customer records that the manager and a cross-functional team reviewed.

Telecom Operations Intern, Ooredoo

Sep 2024 to Oct 2024

Doha, Qatar

- Produced 5+ internal reports in SQL and Python for a live telecom team of 20+ and flagged data irregularities for follow-up.

- Built the first version of SlickScores, a game rating app (React, Flask, SQL), on my own during the placement. Rebuilt it and deployed it live in 2026 (see Projects).

VLSI Design Intern, Jadavpur University

Sep 2022 to Nov 2022

Kolkata, India

- Delivered 4+ FPGA lab projects at Grade A: counters, display controllers and shift registers in Verilog on Xilinx Vivado and Artix-7.
- Wrote the formal technical report for each project, covering design method and verification results, at the IC Design & Fabrication Centre.

PROJECTS

Job Application Tracker (live, solo)

Python, FastAPI, SQLite, pytest, Render

- Live at job-tracker-wi1r.onrender.com. Tracks a real job search through eight stages with a full audit trail of every status change, behind a validated REST API.
- The 7-test pytest suite caught a genuine data-isolation bug in the connection layer. Duplicate detection blocks repeat applications but still allows reapplying after a rejection.

SlickScores: Video Game Rating Platform (live, solo rebuild)

React, Flask, SQLite, RAWG API

- Live at slickscores.onrender.com. React frontend, Flask REST backend, server-side auth with salted password hashes, and a one-review-per-account rule enforced at the database level.
- Pulls 100+ titles live from the RAWG games API, with a fallback catalog if the API is down, a seeder that generates 759 realistic reviews for demos, and 8 passing pytest tests.

IoT Environmental Monitoring & Analytics Dashboard

ESP32, DHT22, Python, Power BI, DAX

- ESP32/DHT22 sensor pipeline processed in Python. It flagged 27 critical events and showed that 41% of 400+ readings breached safe thresholds.
- Power BI dashboard with KPI cards, time-series trends, a status-breakdown donut, a custom DAX measure and slicers, so the readings turn into decisions instead of a table.

Client-Server Architecture Using Python

Python, TCP Sockets, Threading

- Multi-client, thread-based Python server for real-time messaging over TCP sockets. Handles several users at once without blocking.
- Public and private messaging in concurrent sessions, which was the part that taught me the most about networked debugging.

CERTIFICATIONS

Google Data Analytics: Foundations | IBM: Exploratory Data Analysis for ML | Microsoft: Data Analysis with Excel | Microsoft: Generative AI in Azure | Artificial Intelligence Foundations: Machine Learning | Choosing a Cloud Platform: AWS, Azure, GCP | CRM Basics | Salesforce Essential Training | Process Mining for RPA | Agile Innovation and Problem Solving | Python Bootcamp (Udemy) | Siemens SCE Automation Fundamentals: PLC | Anthropic: AI Fluency & Claude 101 | Standard First Aid & CPR-C | Naloxone

ADDITIONAL & LEADERSHIP

- Event Crew & General Laborer, ABL Employment (Jul 2025 to Present), Windsor, ON: venue props and staging for large concert events; sheet metal loading under OHSA PPE and lifting protocols in a fast manufacturing setting.
- Moderator, UWin UNify (Oct 2025 to Apr 2026), Windsor, ON: selected to moderate a campus community platform; handled conflicts, enforced the guidelines and supported leadership with announcements and engagement.
- VP Public Relations, IEM Toastmasters Club (2021 to 2022): grew weekly attendance 20% through outreach across 3+ districts and ran logistics for 25+ meetings. First Runner-Up, Detox 1.0 speaking contest.
- Delegate, UWill Discover Model United Nations 2025: represented Rwanda and drafted a working paper on sustainable development financing.
- Volunteer, University of Windsor (2025 to 2026): Relay for Life event day committee, Mental Health Association fundraising, Celebration of Nations flag parade, Good Greens food reclamation, and the Campus Community Garden donation plot program.

Selected programs: NASA Kennedy Space Center: Rocketry Program (2019) | National University of Singapore: AI, ML, IoT & Data Analytics Program (2022)