

Aden Ahmed

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Skills

Languages: Rust, Swift, Python, JavaScript, TypeScript, HTML/CSS, Bash

Frameworks & Libraries: React, Next.js, Node.js, Express.js, Flask, FastAPI, SwiftUI

Tools & Platforms: Git, Docker, AWS, WebGL, GPU Programming (Metal/CUDA), REST APIs, GraphQL, Linux

Spoken Languages: English (Native), French (Fluent)

Certifications: CompTIA Network+ (Exp May 2026), CompTIA Security+ (Exp Jul 2026), Cisco CCNA (Exp Oct 2026)

Work Experience

Kozai, Toronto

Nov 2025 - Present

Founder & Principal Engineer

- Built and shipped bespoke end-to-end web applications for small and mid-sized businesses, from requirements gathering through architecture, implementation, and deployment.
- Collaborated directly with business owners to identify high-ROI features, prioritize work, and demonstrate measurable improvements in efficiency and revenue.
- Led technical discovery with non-technical stakeholders, translating business processes into clear technical specifications and shipping production-ready software on tight timelines.
- Mentored junior/contract engineers and coordinated small project teams to deliver features on schedule and within budget.

Apple, Mississauga

Jul 2025 - Jan 2026

Specialist

- Exceeded targets with 50% AppleCare+ and accessory attach rate on iPhone sales over the last two quarters.
- Maintained a 94% customer satisfaction rate from post-visit surveys.
- Drove strong sales by seeking feedback, partnering with peers, and refining strategies, raising QTD units from 109 to 196, accessory attach from 33% to 39%, and business accounts from 4 to 21.
- Mentored new and existing team members through regular coaching and structured feedback.

Air Canada, Toronto

Jan 2023 - Sep 2023

Customer Service & Sales Agent

- Provided customer support using Amadeus Revenue Management systems with a 95% first-contact resolution rate.
- Excelled on the customer service floor, owning complex case scenarios and escalations while consistently exceeding calls-per-hour KPIs.
- Coached and supported agents by answering technical questions, reviewing tricky cases, and providing hands-on training across software and platform tools.

Education

Toronto Metropolitan University

BComm in Business Technology with Minor in Computer Science

CGPA: 4.0/4.33

Relevant Coursework: Object Oriented Programming, Databases, Discrete Math, Data Structures and Algorithms

Project Work

- **ApexLadder:** Engineered a full-stack gym progress tracking web app with 90+ active users that lets lifters design custom workout splits, automatically schedule progressive overload by pre-programming weight increases after a set number of sessions, and compete with friends on a ranked ladder that turns consistent training and strength gains into a social, game-like experience.
- **PrivateAssist:** Architected a privacy-first macOS assistant using a locally hosted LLM, CoreML optimizations, and Apple frameworks (EventKit, Reminders, Siri, SwiftUI) to deliver on-device intelligent automation with accessible, adaptive UI.
- **CodeSync:** Built a high-performance, GPU-accelerated Rust code editor with an integrated terminal and WebRTC-based operational transformation engine for low-latency, real-time collaborative coding on macOS inspired by Zed.
- **Universal Logistics Platform:** Developed an adaptable Python and JavaScript system using Telegram and OpenAI APIs to parse multi-format business data into structured spreadsheets, dramatically improving logging accuracy, real-time visibility, and workflow efficiency.
- **Windows Server 2019 Helpdesk Simulation:** Set up a virtualized IT lab in VirtualBox with Windows Server 2019 (Active Directory, DNS, DHCP) and Windows 10 clients to emulate a corporate network, automating domain management via PowerShell scripts for user provisioning and GPO deployment while troubleshooting and documenting end-user issues per ITIL standards.