

# Diba Makki

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## Experience

### Digital Infrastructure Specialist

#### The Fly Bottle, Toronto, ON | Oct 2025 – Present

- Provided technical support for internal systems, resolving workflow, access, and data issues.
- Managed Google Workspace (user provisioning, permissions, configurations).
- Built automation tools to streamline operations and reduce manual processes.
- Maintained systems and documentation to ensure reliability and usability.

#### Sales & Data Operations Associate - *Part-time role during full-time studies*

#### IKEA, Toronto, ON | Sept 2024 – Jan 2026

- Supported operational workflows and resolved customer/system-related issues in a fast-paced environment.
- Improved process efficiency through problem-solving and coordination across teams.

### Front-End Developer (Intern)

#### Faraz Design, Toronto, ON | Mar 2024 – Sept 2024

- Debugged and resolved front-end and API integration issues.
  - Collaborated with developers to improve performance and user experience.
  - Assisted in development and deployment of client-facing web applications.
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## Projects

### *Internal Workflow Automation Platform (The Fly Bottle) - JavaScript, Google Apps Script, APIs*

- Built an internal ticketing system to manage requests, approvals, and issue tracking.
- Automated workflows and notifications to reduce manual processes and improve response time.
- Developed dashboards and validation flows to track status, ensure data accuracy, and improve operations.

### *Internal Communications Platform (The Fly Bottle) - React, Node.js, Express.js, MongoDB, JavaScript*

- Built a full-stack internal platform for sharing organizational updates, announcements, and team activity.
  - Created a centralized social-style feed to improve communication across departments and support internal coordination.
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## Skills

**Frontend:** React, Next.js, JavaScript, TypeScript, HTML, CSS, Tailwind

**Backend:** Node.js, Express, REST APIs, MongoDB, PostgreSQL, JSON

**IT & Systems:** Troubleshooting, Windows/macOS/Linux, System Diagnostics, Remote Support

**Cloud & Tools:** AWS (S3, EC2), Google Workspace, Microsoft 365, Git, Docker

**Networking:** TCP/IP, DNS, DHCP, VPN, LAN/Wi-Fi

**Automation:** Python, Google Apps Script, Workflow Automation

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## Education

### Advanced Diploma - Computer Programming and Analysis

Seneca Polytechnic | 2022 – 2025

### Diploma of Business

Seneca Polytechnic | 2019 – 2020

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