hehe xd

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Education

Your University *Toronto, ON*

- Candidate for Bachelor of Science in Applied Mathematics
- Specialization in Computer Science

Expected Graduation: May 2023

Work Experience

Big Canadian Bank - Technical Systems Analyst (Compliance IT) *Toronto, ON* **May. 2020 - Aug. 2020**

- Run SQL code to assess, validate and analyze large datasets to support client requests.
- Create/run various Ad-Hoc queries for data analysis across databases on production server.
- Analyzing complex business problems and issues using data from internal and external sources to provide insight to business users.
- Work with a team for guidance and support when necessary.
- **Tools Used:** SQL Management Studio, MS Excel, NICE Actimize, SSRS

Government Agency - Systems Analyst *Toronto, ON* **Nov. 2019 - Mar. 2020**

- Streamlined the process of managing incident and service requests with SCSM, closing the response time by 30 minutes and having a 87% first contact resolution rate.
- Automated help-desk tasks in Powershell by developing scripts that decreased standby time and solved regularly occurring problems.
- Developed a Python and Selenium web scraper to gather survey data from the web, utilized Tableau to clean and create dashboards.
- Wrote and regularly updated technical procedures and troubleshooting guides to provide a central repository for the office's internal process.
- **Tools Used:** Active Directory, Powershell, Tableau, SCSM

Retail Store - IT Analyst *Toronto, ON* **Aug. 2017 - Dec. 2017**

- Managed various requests from a multitude of clients regarding desktop, printer, phone and office equipment through a ticket system. Resolved 85% of technical issues independently, without escalation.
- Offered clients new technologies to implement in their business and home to prevent computer intrusion and safeguard user privacy.

Government Agency - Systems Analyst *Toronto, ON* **Sep. 2016 - Jan. 2017**

- Supported over 200 people in a Windows 7 environment, resolving upwards of 10 tickets a day and ensuring client satisfaction.
- Configured desktops and laptops with new OS, software, drivers and data migration.
- Researched exploits and worked alongside Information Security Officer to showcase possible threats to the organization for a site-wide cyber security workshop.

Projects

Sentiment Analysis of Stock News

Personal Project - Python   **July 2020**

- Scraped financial news data from finviz.com using Python and Selenium.
- Applied sentiment analysis to data with NLTK.
- Visualized results of the data frame in Pandas and MatPlotLib

Job Search Automation

Personal Project - UI Path, Python   **April 2020**

- Developed a process using UI Path that would periodically search for job data based on user preference.
- The process worked alongside a python script that would gather data from monster.ca.
- Data would be converted into an excel file and sent to users' email through UI Path.

Skills

Languages

Python, SQL, Matlab

Tools/Frameworks

Tableau, Powershell, Active Directory, SCSM, Git, Heroku

Spoken Languages

English, French

Interests

Volunteering, hiking and watching horror movies