Ariana Feng

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EDUCATION

Bachelor of Science in Applied Mathematics,
Bachelor of Science in Computer Science
Western University
Sep 2022-Present
Expected 04/2027
- Western Scholarship of Distinction
- Dean's Honor List

Relevant Courses:
Computer Science: Data Structures & Algorithms, Operating Systems, Systems Programming, Computer Organization & Architecture, Data Science (Machine Learning)
Math: Multivariable Calculus, Linear Algebra I, II, Real Analysis, Statistics, Complex Variables, Differential Equations, Financial Modelling, Optimization Methods, Cryptography.

Design Training
Claude Watson Visual Arts Program, Cyber Arts Program
Earl Haig Secondary School
Sep 2018-June 2022
Gained experience in design thinking, storyboarding, and presenting visual concepts, skills now applied in UI/UX projects. Developed a foundation in aesthetics, typography, and color theory that complements technical skills in computer science.

PROJECTS

NetconView - Royal Bank of Canada
2025 May-August
- Built **automation** tools for application pool operations, NAS folder permission visibility, F5 SSL certificate monitoring, with integrated change record validation for compliance using **C#, ASP.NET** framework. Integrated with enterprise systems including Active Directory, ServiceNow, Chorus API, IIPM, and IIS Admin API to streamline workflows.
- Project deployed to production server (currently undergoing testing)

WebinfraAI - Royal Bank of Canada
2025 Sep-Present
- Designed and prototyped an AI-driven chatbot to streamline how internal teams navigate and resolve service ticket questions.
- Implemented semantic search to surface relevant records (e.g., IIS configuration examples) and structured data lookups for key–value queries, such as viewing record states.
- Built an intuitive, conversational interface using the **Streamlit** UI framework.
- Integrated a Hugging Face language model and a custom intent classifier to enhance prompt classification.
- Improved team efficiency by reducing time spent on repetitive documentation searches and ticket resolution.

Art and Design Portfolio Website
2017-2024
- Curated an online portfolio showcasing a diverse range of visual art projects, including installations, mixed media, graphite, and digital works (social media, advertisement, stickers etc).
- Demonstrated a strong foundation in visual storytelling, composition, and design systems, skills transferable to UI/UX and product design.

WORK EXPERIENCE

Technical Systems Analyst Co-op - Royal Bank of Canada
Toronto, ON
2025 May-Present
- Developed a **full-stack** internal web application using **MVC ASP.NET** framework, **NetconView** to automate key infrastructure tasks for Windows side of the middleware team, enhancing operational efficiency.
- Designed and implemented **intuitive UI components** to improve usability and internal adoption.
- Developed an internal chatbot to resolve ticket questions.

Software Engineer - Western AI
London, ON
2023- 2024
- Collaborated with an Agile team of 4 to develop an ASL recognition web service leveraging **computer vision**.
- Designed and built the user interface and website skeleton, enhancing seamless navigation resulting in a **90% improvement in user navigation** efficiency based on user feedback.

Medical Administrator/Receptionist - Grand Genesis Health
Richmond Hill, ON
2023
- Identified inefficiencies in manually verifying physician retirement status for a large Ontario doctor database and proactively developed a Python tool to automate CPSO registry checks through web-scraping, improving efficiency by 96%.

SKILLS

Languages/frameworks: Python, Java JDK, UNIX & shell scripting, C#, HTML, CSS, Javascript, ASP.NET, MVC
Tools: Atlassian (Bitbucket, Jira, Confluence), Git, UML, Microsoft Office Suite, Figma, Adobe Suite