

Aaron Cheng

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TECHNICAL SKILLS

Languages: Python, SQL, DAX, MATLAB, Java, JavaScript

Frameworks: React, Node.js, Flask, JUnit, WordPress, FastAPI, Selenium

Libraries: pandas, NumPy, Matplotlib, BeautifulSoup4

Software: Salesforce, PowerBI, Excel, Word, PowerPoint, HaloITSM, Zoho Desk, Figma, Git, Jupyter, Arch Linux

EDUCATION

York University

Bachelor of Arts in Information Technology

Expected Aug 2026

Toronto, ON

Coursework: Introduction to Data Science, Applied Data Communications and Networks, Using and Designing

Database Systems, Systems Analysis and Design, IT Project Management, IT Risk Management

EXPERIENCE

Innovation Space Data Processing and IT Support Intern

ventureLAB

Sep. 2025 – Present

Markham, ON

- Managed past, present, and potential future clients using Salesforce CRM software, increasing the efficiency of staff queries by 27% through the use of reports, dashboards, and ensuring accurate client data
- Assisted in day to day Innovation Space operations; helping startup founders with technical issues regarding the Innovation Space network, routine maintenance of conference room AV infrastructure, and up-to-date client information in guest management system
- Managed client photo badge system, granting clients access to the building, amending access to graduated clients, providing guests and VIPs with temporary day passes, and developed spreadsheets compiling badge information increasing badge query efficiency by 18%

Information Technology Assistant

York University

Apr. 2025 – Aug. 2025

Toronto, ON

- Provided level 1 help desk support to student and faculty population of over 5000 through **Zoho Desk** and **HaloITSM** ticketing software, resolving user requests, inquiries, and incidents efficiently within an academic environment meeting SLA requirements
- Assisted in imaging devices for faculty and staff use, fixing software issues and wiping user data, allowing for continued reuse of a device, saving the department minimum \$2000 per device

PROJECTS

NYC Amusement Park Analysis | *Python, Pandas, Matplotlib, Anaconda, Jupyter*

- Led collaborative team research project analyzing NYC demographics and Airbnb data of over 2,000,000 unique data points, extracting valuable insights to inform data-driven decisions
- Utilized data cleaning and transformation techniques on NYC economic datasets using **pandas**, **Matplotlib** and other data visualization tools for data analysis in graphical form

F1 Dashboard | *PowerBi, DAX, Excel*

- Built interactive dashboard to provide graphical analysis of the 1950 to 2024 seasons in F1 racing, analyzing quantitative metrics such as driver and team points, lap times, and race results
- Utilized **DAX**, **Excel** and **Power Query** to create excel spreadsheets for greater analysis and advanced visuals such as ArcGIS maps

Pyype | *Python, Flask*

- Developed an interpreted programming language using **Python** as a project entry for Ctrl+Hack+Del at York University, showcasing an understanding of language design and implementation
- Designed and implemented a custom language parser and associated methods, enabling the execution and interaction with the language through a front-end **Flask** terminal, providing a user-friendly demonstration environment