

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

Expected Aug 2026

Bachelor of Arts in Information Technology

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

Sep. 2025 – Present

ventureLAB

Markham, ON

- Assisted AI startup founders by granting access to workstation rack computers, upgraded workstation hardware to meet founder requirements for AI development, installed Ubuntu Linux server, and setup network subnet and VPN for remote access
- 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
- Spearheaded initiative at ventureLAB to provide immigrant founders with a resource package for information about their home city, leveraged **Google Cloud Platforms Maps API** to develop a **Python** script to automate data gathering process, accelerating project completion time by 1 month

Information Technology Assistant

Apr. 2025 – Aug. 2025

York University

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

Pype | *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