Ryan Chisholm

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SKILLS

Business Skills: Business Analysis, solutions, requirements gathering, communication, time management, collaboration, Work ethic, technical background
Technical Skills: Big data analytics, SDLC, software development, VBA, python, SQL, Hive, Hadoop
Software: Microsoft Excel, Confluence, Jira, Google Cloud, Github, Microsoft Access Database

EDUCATION

Wilfrid Laurier University   Waterloo, On
Honors Bachelor of Science in Computer Science, Minor in Business   *Sept 2022 - Aug 2026*

RELEVANT EXPERIENCE

Business Systems Analyst - Personal & Commercial Credit Technology   Toronto, On
Royal Bank of Canada   *January 2026 - Present*

- Performed detailed analysis of systems and platforms already in place, to find problems and propose solutions
- Gathered requirements and lead project development and meetings for business and technical teams
- Designed workflows to automate and optimize several client critical systems

Technical Systems Analyst - Personal & Commercial Credit Technology   Toronto, On
Royal Bank of Canada   *May 2025 - August 2025*

- Designed automated validation tools for github repositories, enforcing coding standards and compliance
- Developed automations to auto-populate ServiceNow change requests
- Automated worklog and ticket status updates
- Improved development consistency and reduced manual review time in SDLC

Technical Systems Analyst - Mainframe Operating Systems   Toronto, On
Royal Bank of Canada   *Sept 2024 - Dec 2024*

- Implemented changes and fixes to development and production environments to improve efficiency, functionality and useability, using JCL and REXX on the RACF platform
- Migrated outdated products to new versions of COBOL and z/OS
- Automated tasks for production applications such as DB2 and IMS using Python
- Assisted in decommissioning of remote locations for business communication networks

CERTIFICATIONS

- IIBA - Business Analysis Fundamentals Course
- IBM Z Day Speaker and Presenter Skills Course
- WaveMakers - Team Building and Professionalism
- IBM - AI & Data Analytics
- IBM Z - Architecture - Experienced

RELEVANT PROJECTS

ExTracker Banking App | *React, Next.js, Express.js, Firebase*

- Web application to tracks finances and spending, helps users to take control of their finances
- An easy way for users to input and categorize their spending data, analyzes input to recommend changes they need to make to meet their budget
- Utilizes the Firebase realtime database and authentication service to store and retrieve user data efficiently and securely