

# HAILEY SHUKLA

Brampton, Ontario

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Analytical and detail-oriented student of Software Engineering Technology – Artificial Intelligence with a foundation in biomedical sciences. Strong background in healthcare operations, data accuracy, and patient information systems, combined with emerging skills in programming, web development, and machine learning concepts. Recognized for excellent collaboration, adaptability, and communication skills through 4+ years of professional and volunteer experience across healthcare and customer-facing environments.

## KEY SKILLS

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- **Technical Skills:** Proficient in Microsoft Enterprise Applications (OneNote, Excel, Word, PowerPoint, Outlook, Visio.), Google Workspace (Docs, Slides, Drive, Gmail)
- **Virtualization platforms:** VMWare
- **Operating systems:** Linux/Unix (Ubuntu), Windows Server
- **Programming:** C#, HTML, CSS, JavaScript, SQL (Oracle Database), Statistical Computing Software R

**Skilled in EMR systems:** Meditech Patient Registration, MSM Booking System Order Entry, Syngo Workflow, and Savience applications, Sectra.

## EDUCATION

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### Advanced Diploma in Software Engineering Technology – Artificial Intelligence (Co-op)

Centennial College

September 2024 – Present

- Coursework: AI Design, Java programming, Webb application development, C# programming, Unix/Linux OS
- Expected completion: December 2027

### Medical Terminology Certification

George Brown College, Toronto, ON

September 2020 – December 2020

### Honors Bachelor of Science (Biomedical Sciences, Minor: Psychology)

Toronto Metropolitan University (formerly Ryerson), Toronto, ON

September 2016 – June 2020

## SELECT PROJECTS

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### Banking Application (C#)

- Designed and implemented a multi-class Banking System with Checking, Saving, and Visa accounts.
- Integrated interfaces, enums, custom exceptions, and events to handle transactions, overdrafts, and monthly reports.

### Travel Application (HTML, CSS, JavaScript, UML)

- Developed a prototype travel planning app with features for itinerary updates, expense tracking, service requests, and crime heat maps.
- Applied UML diagrams (use cases, CRC cards, state diagrams) to design the system and present Agile methodology workflows.

### Restaurant Website (Academic project – HTML, CSS, JavaScript)

- Designed and coded a **six-page responsive website** as a part of a **web development course project**.
- Focused on layout consistency, interactivity, and accessibility for both desktop and mobile users.

## OTHER EXPERIENCE

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William Osler Health System – Diagnostic Imaging, Laboratory & Neurodiagnostics, Multiple Cities, ON

### Clerical Associate

March 2021 – Present

- Responsible for transcribing doctor's orders following any MOH/CCO system data entry requirements, demonstrating a strong understanding of medical terminology: escalating reports of clinical significance to the patient's doctor.
- Liaised with patients, physicians, and healthcare staff to coordinate imaging procedures, validate insurance information (OHIP, WSIB, Private), and facilitate seamless department communication.
- Managed patient scheduling, registration, and order entry for diagnostic imaging services, ensuring accuracy in documentation and compliance with hospital privacy policies.

Pier One Imports, Brampton, ON

### Sales Associate

September 2017 – March 2020

- Developed strong communication skills, leading to a 20% increase in upselling high-ticket items.
- Handled point-of-sale transactions, inventory management, and store merchandising to enhance the shopping experience of all customers.

## COMMUNITY ENGAGEMENT

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### Kennedy Road Veterinary Hospital

Brampton, ON

Volunteer

September 2021 – May 2024

- Assisting the veterinarians in basic animal care such as restraining pets, nail trims and vaccine administration under close supervision of Dr. Mitchel Littlejohn and Dr. Eric Kwok.
- Observing surgeries, appointments, and procedures performed by veterinary technicians.

### Events Committee Member

Toronto, ON

Biomedical Science Course Union

September 2019 – April 2020

- Promoted student participation to enhance university experience by holding information sessions, mentoring incoming students and fun activities such as karaoke nights distributing valentine's day care packages.