JACOB PANTUSO

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EDUCATION

BSc (Honors), Computer Science

Toronto Metropolitan
University (Formerly Ryerson)

Deans List - 3.8 CGPA

Expected graduation: June 2026

SOFT SKILLS

- Organized and selfregulated
- Excellent timemanagement
- · Strong work ethic
- Passion for modern design
- Confident
- Attention to detail
- Leadership
- Creative
- Self-motivated
- Willingness to learn

TECHNICAL SKILLS

- Python
- Java
- Swift and SwiftUI
- HTML and CSS
- iOS Design

SOFTWARE SKILLS

- · Microsoft Office
- · Visual Studio Code
- IntelliJ Applications
- Apple Operating Systems
- Windows Operating Systems

SUMMARY OF QUALIFICATIONS

- Ability to work in a fast-paced, intense environment and can adapt to rapidly changing situations easily
- · Outstanding customer service, communication, and interpersonal skills
- Detail oriented, strong organizational skills with the ability to complete tasks with minimal supervision

WORK EXPERIENCE

Customer Service Rep @ Candian Tire Retail

MARCH 2020 - JULY 2021

- Working with multiple cash register and booking softwares
- Manage customer complaints and find fair solutions to satisfy the customers
- Create a welcoming environment for customers in-person or over the phone.
- Booking and managing appointments for successful day to day operations.

Repair Tech @ Complete Computer Solutions

JANUARY 2021 - JUNE 2021

- Analyzed computer hardware issues, repair them, servicing and replacing parts when necessary
- Scanned and resolved malware issues on customer devices.
- Backing up system files to a secure drive in which they are only accessible by the customer for confidentiality purpose.
- Updating and migrating customer devices to newer versions while maintaing backed up files

PROJECTS

Pingu Discord Bot

- Designed for the Computer Science Class of 2026 Discord at Toronto Metropolitan University
- Contains moderation, management, user customization, and fun commands
- Allows staff to eliminate spam, advertising, or NSFW content using chat filters.

Coco

- A simple productivity app with a friendly user interface to keep track of events and tasks
- · Built with SwiftUI