JACOB PANTUSO

🌐 Toronto, ON

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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 self-regulated
- Excellent time-management
- 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 envrionment 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

Sales Associate @ Telus Corporate Store

MAY 2022 - PRESENT

- Maintain neatness and cleanliness of work stations and store displays
- Be knowledgable on promotions and policies at all times to provide customers with the best shopping experience
- Identify customer needs to suggest the best phone and rate plan in regards to their current situation
- Acheived top sales personel every quarter

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.

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