Ishaan Jamwal

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EDUCATION

McMaster University   **Hamilton, Ontario**
Bachelor of Computer Science Co-op   *September 2021 – Present*
Relevant Courses – Data Structures and Algorithms, Databases, Computational Thinking, Logical Reasoning for Computer Science, Introduction to Software Development, Software Design Using Web Programming, Principles of Programming Languages, Applications of Machine Learning (AI), Natural Language Processing (NLP), Human Computer Interfaces.

EXPERIENCE

Cooperators   **Burlington, Ontario**
Associate Technical Support Specialist   *September 2024 – August 2024*
- Resolved **100+ Windows/macOS support tickets monthly** with a **95% SLA**, consistently ranking as a **top ticket resolver** and handling **on-call escalations** with professionalism for senior staff and Board Members.
- Collaborated with **cross-functional teams** and **external vendors** to proactively resolve issues, **improving resolution time by 20%** and earning recognition multiple times for strong teamwork and relationship-building.
- **Automated key support tasks** using **PowerShell, ServiceNow API, and Power Automate**, **reducing manual workload by 40%** and boosting team efficiency.
- Authored **25+ internal documentation articles**, **reducing repeat inquiries by 25%** and being recognized for clear communication and knowledge sharing.

MoMacMo   **Remote, Ontario**
Software Developer Intern   *June 2023 – December 2023*
- Deployed **geophysical datasets** on **Microscopium using AWS**, enabling the **graphing of data points** to enhance visualization and simplify the analysis of complex geophysical information.
- Engineered and deployed **Microscopium on AWS** using **Python and Matplotlib**, leveraging **ngrok** to transition from local development to a fully operational online platform, while optimizing AWS for **high-performance computation** and fostering innovation.
- Achieved a **25% increase in processing speed** and a **35% cost reduction** through strategic **AWS resource management**, resulting in a **30% improvement in project timelines**.

PROJECTS

Personal Portfolio   **Hamilton, Ontario**
Next.js, React, Tailwind CSS, Netlify   *August 2025 – Present*
- Built a **Next.js 14 + TypeScript portfolio website** with Shadcn/UI, TailwindCSS, Framer Motion, and Magic UI, creating a modern, responsive, and animated interface to showcase projects and skills.
- Deployed on **Netlify with CI/CD workflows**, achieving **99.9% uptime and seamless updates**, ensuring consistent accessibility and smooth performance.
- Designed a **scalable architecture with reusable React components and streamlined config setup**, enabling rapid customization and performance optimization that reduced development time for future updates.

Stock Predictor   **Hamilton, Ontario**
Python, Yahoo Finance API, Plotly, Streamlit   *January 2025*
- Developed an interactive **Stock Price Prediction web app** using **Python, Streamlit, and Plotly**, integrating **Yahoo Finance API** for real-time data and visualizing trends with candlestick charts and technical indicators (MA, RSI, Daily Returns, Volume).
- Implemented a **Random Forest Regressor** on two years of historical stock data with an **80/20 train-test split**, improving prediction reliability and providing confidence metrics to evaluate model performance.
- Engineered a **feature extraction pipeline** and modular design (**app.py + stock_predictor.py**), enabling customizable **1 - 30 day forecasts** and simplifying deployment and future expansion.

TECHNICAL SKILLS

- Programming Languages: Python, Java, JavaScript, TypeScript, SQL, HTML, CSS, PowerShell, Bash
- Developer Tools & Platforms: Git, GitHub, VS Code, IntelliJ IDEA, PyCharm, Jupyter, AWS, Linux, Docker, Kubernetes, Homebrew, ngrok, Postman, Jira, Confluence, Entra/Azure ID, Intune
- Frameworks & Technologies: NumPy, Pandas, scikit-learn, PyTorch, TensorFlow, React, Tailwind CSS, Node.js, MongoDB, PostgreSQL, Figma, Workflow Automation, RESTful API