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, Software Design Using Web Programming, Applications of Machine Learning (ML/AI), Natural Language Processing (NLP), Human Computer Interfaces (UI/UX).

EXPERIENCE

Cooperators	Burlington, Ontario
Associate Technical Support Specialist	*September 2024 – August 2025*

- 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

NexDerm - Skin Disease Detection App	Hamilton, Ontario
EfficientNetV2, TensorFlow, Node.js, Docker	*September 2025 - Present*

- Engineered a deep learning **CNN model** from scratch to classify dermatology images across multiple conditions, training on **15+ GB** of data using McMaster's high-performance computing servers.
- Optimized model performance through advanced architectures**, regularization**, and **hyperparameter tuning**, significantly boosting accuracy and generalization at scale.
- Built a full-stack application with a **Node.js** backend (**REST APIs, PostgreSQL**) and a custom frontend interface for secure image uploads and real-time predictions, fully containerized with **Docker** for scalable deployment in a five-person team.

CityLab - City of Hamilton SharePoint Optimization Project	Hamilton, Ontario
Sharepoint Online, UX Research, Human-Centered Design	*September 2025 – Present*

- Partnered with **City of Hamilton** to redesign SharePoint Online, enhancing usability, accessibility, and collaboration for municipal staff.
- Conducted user research through **interviews, surveys, and workflow analysis** to identify pain points and inform design requirements.
- Designed and deployed modern **UX-driven layouts** and content structures, delivering documentation and training resources to ensure adoption and scalability.

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**.
- 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.

TECHNICAL SKILLS

- Programming Languages: Python, Java, C++, 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