



# Ishaan Jamwal

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## EDUCATION

### McMaster University

Bachelor of Computer Science Co-op

Hamilton, Ontario

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.

## EXPERIENCE

### Cooperators

Associate Technical Support Specialist

Burlington, Ontario

September 2024 – August 2024

- **Technical Issue Resolution:** Resolved **100+** 2<sup>nd</sup> level support tickets monthly across **Windows/macOS** with a **95%** SLA resolution rate, while maintaining high-quality customer service for senior staff and Board Members.
- **Team Collaboration:** Worked with multiple cross functional teams and external vendors to proactively identify and resolve issues, minimizing impact and improving resolution time by **20%**.
- **Automation & Scripting:** Automated key support tasks using **PowerShell**, **ServiceNow API**, and **Power Automate**, reducing manual workload by 40% and enhancing team efficiency.
- **Knowledge Management:** Authored more than **25** internal documentation articles, reducing repeat inquiries by **25%** and accelerating onboarding for new team members.

### MoMacMo

Software Developer Intern

Remote, Ontario

June 2023 – December 2023

- **Geophysical Data Visualization:** Deployed **geophysical datasets** on Microscopium using AWS, enabling the graphing of data points to enhance **visualization** and simplify the analysis of complex geophysical information.
- **Collaborative Development:** Engineered and deployed **Microscopium** on AWS using **Python** and **Matplotlib**, utilizing **ngrok** to transition from local development to a fully operational online platform, while optimizing AWS for high-performance computation and fostering a culture of innovation.
- **Optimized Operational Efficiency:** 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

Ontario

Hamilton,

Python, React, Tailwind, Netlify

August 2025 – Present

- Developed a TypeScript driven portfolio website with responsive design and modern UI components to showcase projects and skills.
- Deployed the site using Netlify with CI/CD workflows, ensuring rapid iteration and 99.9% uptime.
- Built modular architecture with reusable React components for scalability and easy future expansion.

### Stock Predictor

Python, Panda, Scikit-learn, Streamlit

Hamilton, Ontario

January 2025

- Implemented machine learning models in Python (LSTM/linear regression) to analyze historical stock data and forecast trends.
- Preprocessed and visualized large financial datasets using Pandas, NumPy, and Matplotlib to improve model interpretability.
- Optimized models through hyperparameter tuning, achieving a 20% accuracy improvement over baseline predictors and deployed using Streamlit.

## TECHNICAL SKILLS

- Programming Languages: Python, Java, JavaScript, SQL, HTML, CSS, PowerShell
- Developer Tools & Platforms: Git, GitHub, VS Code, IntelliJ IDEA, PyCharm, Jupyter Notebook, Bash Scripting, AWS, Linux
- Frameworks & Technologies: React, MongoDB, Figma, Power Automate, ServiceNow API