

Ishaan Jamwal

✉ officialishaanjamwal@gmail.com | ☎ [1-\(365\)-888-4860](tel:1-365-888-4860) | [in jamwali](#) | [@jamwali](#)

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

Burlington, Ontario

Associate Technical Support Specialist

September 2024 – August 2024

- **Technical Issue Resolution:** Resolved **100+** 2nd 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

Remote, Ontario

Software Developer Intern

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

Hamilton, Ontario

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

Hamilton, Ontario

Python, Panda, Scikit-learn, Streamlit

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 and deployed using Streamlit.
- Optimized models through hyperparameter tuning, achieving a 20% accuracy improvement over baseline predictors.

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