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.

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.
- 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