

# Ishaan Jamwal

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## HIGHLIGHTS OF QUALIFICATION

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- Proficient in Object-oriented programming languages like **Python**, **C/C++** and **Java**, with exposure to various other technologies.
- **Certifications:** Java Programming, Ethical Hacking, Adobe After Effects, NumPy Stack in Python, Deep Learning A-Z 2024.
- Resolved **100+** technical support tickets monthly while automating workflows using **PowerShell**, **ServiceNow API**, and **Power Automate**; collaborated with cross-functional teams and documented solutions to enhance efficiency and customer service.

## EDUCATION

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### Bachelor of Computer Science Co-op | McMaster University

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

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### Associate Technical Support Specialist | 2<sup>nd</sup> Level and Scripts

September 2024 – August 2025

#### Cooperators

Burlington, ON

- **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.

### Software Developer Intern | Microscopium

June 2023 – December 2023

#### MoMacMo

Houston, TX

- **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

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### Food Recipe Finder | React, JS, Bootstrap

January 2023 – March 2023

- **Web Application Development:** Developed an interactive Recipe Finder using **React**, integrating multiple components to create a unified and seamless user interface for an enhanced user experience.
- **Efficient Navigation:** Utilized **React Router** to implement smooth, intuitive navigation throughout the application.
- **API Integration:** Integrated the **Spoonacular API** to dynamically fetch and display a wide range of recipes, significantly enhancing the app's functionality and enriching the user experience.
- **Responsive Design:** Leveraged **Bootstrap** to ensure a fully responsive design across all devices.

### London Subway Pathfinding Algorithm | Python, Matplotlib

January 2023 – April 2023

- **Advanced Graph Representation:** Utilized sophisticated techniques to model London subway stations as nodes, creating a solid foundation for comprehensive algorithmic analysis.
- **Heuristic Optimization:** Innovated and implemented location-based heuristics for **Dijkstra's**, **Bellman-Ford's**, and **A\*** algorithms, significantly improving their efficiency and effectiveness in navigating complex networks.
- **Algorithm Performance Evaluation:** Conducted thorough assessments of multiple algorithms, focusing on execution time, accuracy, and practical real-world applications.

## TECHNICAL SKILLS

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- **Languages:** Python, Java, C/C++, HTML, CSS, SQL, Haskell, Elm, Assembly, LaTeX, JavaScript, Prolog, Powershell
- **Developer Tools:** VS Code, IntelliJ IDEA Ultimate, Bash Scripting, NumPy, SciPy, Matplotlib, Bootstrap, Jupyter Notebook, Dbeaver, Git
- **Technologies/Frameworks:** AWS, Linux, GitHub, MongoDB, Figma, Neural Networks, Encryption, Panda, React, PyCharm, Power Automate, ServiceNow API