JEEL TIKIWALA

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Education

Algoma University **May 2023 – Dec 2025**
Bachelor of Science in Computer Science (Co-op) - Major GPA - 4.0 (CGPA - 3.8) *Brampton, ON*
Major: Computer Science   Minor: Business Administration

Relevant Coursework

- Data Structures
- Software Methodology
- Algorithms Analysis
- Database Management
- Artificial Intelligence
- Internet Technology
- Systems Programming
- Computer Architecture

Technical Skills

Languages: Python, Java, C, C++, TypeScript, HTML, CSS, JavaScript, SQL, UNIX Shell Scripting, .NET/C#
Technologies: React, React Native, MongoDB, Node.js, Flask, Kubernetes, PyTorch, GCP, IBM Cloud, AWS, Azure
Tools: Git, GitHub, Cloudant, AWS (S3, EC2, Redshift), Docker, Unity, Heroku, LaTeX, Jenkins, Oracle, Airflow, Tableau, GitHub Enterprise, Artifactory, Docker, SQL, Workspace ONE, NoSQL, Power BI, Db2, Azure Synapse

Experience

OMERS & Oxford **Sept 2024 - Dec 2024**
Unified Communications Analyst(Co-op) *Toronto, ON*
- Configured and maintained unified communication tools, ensuring 99% uptime for global collaboration platforms.
- Configured and maintained unified communication platforms, including Microsoft Teams and Zoom, ensuring 99% uptime and seamless collaboration across global teams in APAC, EMEA, and LATAM. Provided end-to-end support for video conferencing systems, resolving 90% of issues within 24 hours and improving user satisfaction.
- Streamlined communication workflows by optimizing configurations, improving user efficiency by 25%.

OMERS & Oxford **Sept 2024 - Dec 2024**
Data Engineer (Co-op) *Toronto, ON*
- Designed, developed, and optimized scalable data pipelines to extract, transform, and load data from multiple sources into the investment data warehouse, reducing processing time from 4 hours to 2.8 hours and improving system efficiency by 30%.
- Collaborated with business analysts to integrate structured and unstructured data for enhanced analytics.
- Built PowerBI dashboards, improving data accessibility by 40% and enabling data-driven decisions.

OMERS & Oxford **May 2024 - Aug 2024**
User Device Management Analyst (Co-op) *Toronto, ON*
- Managed deployment and maintenance of over 500 user devices globally, including APAC, EMEA, and LATAM, ensuring 100% compliance with security protocols and reducing device downtime by 20%.
- Provided technical support, resolving 95% of device-related issues and major incidents within 24 hours, reducing user downtime by 30%.
- Maintained inventory for 5000+ devices globally, ensuring compliance and efficient management across APAC, EMEA, and LATAM.

Algoma University **Sept 2023 – May 2024**
Student Assistant - IT Support *Brampton, ON*
- Achieved a 20% reduction in lab-related disruptions by proactively monitoring and addressing technical issues, ensuring a seamless learning environment.
- Implemented a real-time monitoring system, promptly identifying and resolving connectivity, software, and hardware issues during lab sessions.
- Served as the primary contact for students, addressing technical queries promptly and effectively.

Projects

Tweet Emotion Recognition | *Python, NLTK* **July 2024**
- Developed a system to analyze and classify emotions in tweets using natural language processing.

Machine Learning for Kyphosis Disease Classification | *Python, Scikit-learn* **June 2024**
- Implemented machine learning algorithms to classify Kyphosis disease, achieving high accuracy.

Starship | *JavaScript, TypeScript, Web3* **May 2023**
- Key contributor to decentralized prediction market, enhancing event management for improved user experience.