Shourav Rakshit Ivan

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Education

University of Calgary	Canada, Calgary
Computer Science	Expected May 2025

- GPA: 3.5 / 4.0
- Relevant Courses: Foundations of Computer Science (Python), DBMS, Web-Based Systems, Software Project Mangement

Technical Skills

Languages: Python, Java, C++, C, HTML, CSS, Javascript, MySQL, PostgreSQL, Microsoft SQL Server
Frameworks: React, Bootstrap5, Django, Express.js, Node.js, Material-UI.
Developer Tools: VS Code, PyCharm, Docker, Power BI, Tableau, Heroku, Microsoft Azure, Figma, SharePoint
Others: Linux, Computer Hardware, Microsoft Office, Microsoft Excel, Microsoft PowerPoint

Work Experience

McDonalds	July 2022 – June 2023
Cashier	Canada, Calgary

- Provided friendly and efficient service to over 50 customers daily, ensuring quick and accurate order processing.
- Delivered exceptional customer service at the counter and in the drive-thru, contributing to a 90% customer satisfaction rate.

Projects

Summarify MERN Stack Chatbot Service	Oct 2023 – Present
Full Stack Developer	Canada, Calgary

- Designed and managed RESTful API endpoints with Node.js and Express, ensuring efficient data transactions and connectivity with the MongoDB database.
- UI for the front-end to deliver a modern user interface, with React Context API for efficient state management across the application.
  Tools/Technologies: HTML, CSS, Express.js, Material-UI, MongoDB, React.js, Typescript, Docker.

IT Support Ticketing System	Jan 2024 – Present
IT Support	Canada, Calgary

- Streamlined IT issue resolution by designing and implementing an IT support ticketing system, reducing resolution time by 30%.
- Enhanced security by implementing Windows Active Directory for secure user login and authentication, ensuring 100% compliance with IT security policies.
  Tools/Technologies: PowerShell, Windows Server, Active Directory, SQL Server

Tokyo 2021 Olympics Data Analytics Project	July 2023 – Nov 2023
Data Analyst	Canada, Calgary

- Leveraged Microsoft Azure, specifically Synapse Analytics, to write and execute SQL queries for data analysis.
- Conducted ETL processes to cleanse and optimize data for analysis in Power BI.
- Power BI Visualizations: Created dynamic dashboards showcasing:
  - Top 5 countries by athlete count.
  - Top 10 countries by number of coaches.
  Tools/Technologies: Synapse Analytics, Azure Databricks, SQL, Apache Spark, Power BI, Kaggle.

Atliq Company Sales Analysis (2017-2020)	July 2023 – Sept 2023
Data Analyst	Canada, Calgary

- Acquired and cleaned a 4-year sales dataset and visualized key metrics in Power BI
- Visualized key metrics in Power BI, revealing:
  - Top 5 Products by sales.
  - Top 10 Revenue-Generating Markets.
  Tools/Technologies: MySQL, Power BI.