

Sourav Minhas

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EDUCATION

Carleton University, Ottawa, Ontario

Sep 2022 – Apr 2027

Honours, Bachelor of Computer Science: Artificial Intelligence & Machine Learning - Co-op

- **Awards/Achievements:** General In-Course Scholarship, VRC Design/Build Award, INTL MIST Short Film: 2nd
- **Relevant Courses:** ADTs and Algorithms, Fundamentals Web Applications, Statistical Modelling, Discrete Structures, OOP Software Engineering, Database Management Systems, ML and AI
- **Current Standing & GPA:** Third Year, 8.90/12.0 (B)

TECHNICAL SKILLS

Languages: Java, C++, C, Python, SQL, JavaScript, HTML, CSS

Frameworks/Tools: NodeJS, Express, Socket, Handlebars, PUG, SQLite, GIT/GitHub, React, SPSS, MS Office

Operating Systems: Windows, MacOS, Linux

PROFESSIONAL EXPERIENCE

IT Support Technician

May 2023 – Present

S.M I.T Services, Brampton, Ontario

- Streamlined the average resolution time by 15-20% through regulated and best practice implementations
- Resolved issues on 25+ laptops/PCs through critical thinking, and step-by-step structured troubleshooting
- Fostered positive client relationships with supportive advice, reaching a near perfect customer satisfaction rate

Multidisciplinary Tutor

Aug 2020 – Present

Pathways 2 Excellence Tutoring, Brampton, Ontario

- Earned a 90% student/parent satisfaction rate using engaging and tailored Math and Computer Science lessons
- Improved grades by 5-15% for 100+ students in 300+ dynamic classes across different grades and age groups
- Created 30+ unique educational resources, designed to enhance student learning in English, Math and French

APPLIED PROJECTS & VOLUNTEER EXPERIENCE

Harvard Computer Science 50

Jun 2023 – Present

Cambridge, United States

- Acquired essential computer science principles, encompassing sorting algorithms, data structures and OOP
- Practiced multiple programming languages through projects and assignments using GitHub for version control
- Strengthened program-solving skills by tackling problems that require innovative solutions and UML Diagrams

Business Operations Support

Mar 2023 – Present

Hair Profile & Skin Care, Brampton, Ontario

- Collaborated on the development of the salon's website, implementing user-friendly features in JS/HTML/CSS
- Produced compelling promotional materials directly leading to a 20% increase in customers and user retention
- Engaged directly with 50+ customers while actively participating in salon renovation and maintenance projects

Warehouse Associate

May 2024 – August 2024

FedEx, Brampton, Ontario

- Resolved complaints and helped coordinate with customer service, improving customer satisfaction by 10%
- Fostered team coordination through effective communication, enhancing overall productivity by over 15%
- Maintained 100% accuracy in package labelling and scanning ensuring customers' timely and correct deliveries

CUSA Campaign Volunteer

Jan 2023 – Feb 2024

Carleton University, Ottawa, Ontario

- Gathered and documented concerns from 100+ students from various communities to refine campaign priorities
- Collaborated on campaigning, working with team members and distributing over 500 promotional materials
- Connected with students directly through events and social media, which contributed to the candidate's victory