

# Suryagayathri Nalumakkal Shinelal

Hamilton, ON, (365)-883-4573

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## PERSONAL SUMMARY

- **Improved AI model accuracy by 20%** at Lares.AI and contributed to **20% customer satisfaction increase** at Home Depot.
- Computer Systems Technician student at Mohawk College with **Dean's Honours, 80.2 GPA**, and **perfect score (100%) in Math**. Proficient in **quality assurance testing, software application development, coding, and defect tracking using Python, Java, .NET, and SQL**. Strong **critical thinking skills** with understanding of **test scenario development, change control standards, and software design patterns**.
- Experience in **software testing, debugging, and system validation**, ensuring reliable software solutions. Actively participate in **learning activities** including code reviews, tutorials, and collaborative software development projects. Excellent **communications skills** with diverse audiences, working with cross-functional teams to track defects, develop test cases, and strengthen business acumen.
- Available for in-person meetings at SSC Toronto as required.

## TECHNICAL SKILLS

- **Programming Languages:** Python, Java, .NET
- **Web Development:** HTML, CSS, JavaScript, PHP, WordPress
- **Database Management:** SQL, MySQL, Azure Cloud Databases
- **Quality Assurance:** Test scenario/script development, defect tracking, quality and change control standards, test automation, debugging, system validation, critical thinking and problem-solving
- **Tools & Frameworks:** Kaggle, JSON, Microsoft Office Suite (Word, Excel, PowerPoint, Outlook), NodeJS, Azure CLI, PowerShell
- **Data Analysis:** Data cleaning, preprocessing, and forecasting (Python)
- **System Design:** UML, activity diagrams, and system analysis
- **Cloud Computing:** Azure (IaaS, PaaS, SaaS), cloud resource management using Azure Portal and ARM Templates
- **Methodologies:** Agile, SDLC, software design patterns, code review, technical documentation

## EDUCATION

### Computer Systems Technician - Software Development

Mohawk College, Hamilton, ON

[Sept 2023-Dec 2025]

- Recipient of Dean's Honours List | Achieved Program Progress GPA: 80.2 | Perfect score (100%) in Math for Computer Science
- Identify, define and understand the steps and procedures to ensure the production of high-quality software. Build and design test procedures, test planning, test documentation and quality feedback mechanisms through hands-on labs and exercises.

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## WORK EXPERIENCE

### Front End Associate

*Home Depot, Ancaster*

[Apr 2024-present]

- **Awarded 2 Homer Awards in first year** as part-time associate for outstanding performance, displaying confidence and initiative.
- **Promoted from seasonal to permanent position** by consistently exceeding performance expectations and maintaining excellent accuracy under pressure.
- **Contributed to 20% increase in customer satisfaction** reflected in Voice of Customer survey metrics through exceptional problem-solving, attention to detail, and clear communication.
- Rapidly mastered POS systems, Self-Checkout technologies, and Home Depot **software applications**, demonstrating ability to learn and adapt quickly to new technologies.
- **Collaborate daily with cross-functional teams** (cashiers, service desk, lot associates, management, IT support) to troubleshoot systems, resolve issues, and document **change control requirements** -communicating technical problems clearly to technical and non-technical stakeholders.
- Proactively identify process improvements to enhance operational efficiency and customer experience while building business acumen.

## TECHNICAL WORK EXPERIENCE

### Intern

*Lares.AI, Kochi, India*

[Feb 2023 - Jul 2023]

- Utilized Kaggle datasets to pre-process data with millions of rows across multiple files to ensure accuracy and consistency for AI models, **improving accuracy by 20%** through systematic validation and quality assurance testing.
- Applied critical thinking to create predictive models using Python for forecasting market trends, analyzing complex patterns and validating results against expected outcomes, resulting in a **10% improvement in decision-making efficiency**.
- **Developed automated test scripts** using **Python coding** to verify data quality and system performance, demonstrating technical initiative and problem-solving capabilities.
- Participated in collaborative team discussions and code reviews, learning AI model deployment processes and cross-functional workflows to enhance business understanding and technical knowledge.