

# Amanda Shum

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## PROFESSIONAL SUMMARY

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**Machine Learning Engineer** with hands-on experience in **Reinforcement Learning, Computer Vision, and workflow automation**. Developed **CNN classifiers in TensorFlow and PyTorch**, and applied **data-driven strategies** to optimize business operations. **Led automation initiatives** that saw **25% growth in property rental bookings** and **75% workload reduction** across **10,000+ inquiries** through **Google Apps Script**. Proficient in **Python, Deep Learning, Applied AI, and ML Engineering**, with a focus on delivering practical, real-world solutions.

## EDUCATION

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### Simon Fraser University

*Master of Professional Computer Science (Visual Computing)*

**Burnaby, BC**

*Expected Graduation Date: June 2027*

### Queen's University

*Bachelor of Computing (Honours), Artificial Intelligence Specialization*

**Kingston, ON**

*Graduation Date: June 2025*

## WORK EXPERIENCE

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### Kingston Student Housing Co-operative

*Vice President*

**Kingston, ON**

*2021-2025*

- Served as Managing Director overseeing daily operations, HR, facilities, and member services for 21 residential properties, ensuring compliance with safety and regulatory standards.
- Provided strategic leadership and stakeholder management to the Board of Directors, overseeing budgeting, policy implementation, organizational planning, and revenue generating initiatives.
- Led organizational projects including software transitions, and process improvements to improve quality of customer service and “co-op culture”.
- Increased property rental booking reservations by 25% by analyzing customer demographics, optimizing seasonal marketing and room allocation strategies.
- Led automated workflows with Google Workspace and Google Apps Script, reducing administrative workload by 75%, improving data processing and response time within 24 hours for 10,000+ inquiries.

### Queen's University

*Teaching Assistant*

**Kingston, ON**

*Jan 2023-Apr 2025*

- Supported courses including Database Management Systems, Computer Architecture, and Elements of Computer Science.
- Guided students in SQL queries, relational database design, Python programming fundamentals, and problem-solving techniques.
- Provided academic support through one-on-one assistance, clarified course concepts for undergraduate students, and facilitated discussions in the course forum.
- Assisted professors with grading assignments, managed course materials, and delivered tutorials.

### Queen's University

*Information Technology Assistant*

**Kingston, ON**

*2024*

- Designed and implemented SharePoint and Microsoft Teams sites by auditing legacy content, meeting organizational requirements.
- Assisted with the migration of existing content to new platforms, ensuring completeness, functionality, user accessibility in the new environment.
- Collaborated with stakeholders to ensure content retention, optimize navigation, and improve knowledge-sharing workflows.

## PROJECTS

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### KSHC Mailer and Workflow Automation System

**Ongoing (2024-2025)**

- Designed and deployed a **custom automation system** for the Kingston Student Housing Cooperative using *Google Apps Script*, *Google Sheets*, and *HTML/JavaScript*. Automated core business workflows including email communication, booking management and member applications, with integrated generation of confirmation letters and rental agreements. Designed system architecture, user interface components, and role-based dashboards to improve data organization, approval processes, and operational efficiency.

### Accessibility Chrome Extension

**Sept. 2025**

- Developed a Chrome extension to enhance digital accessibility for users with reading difficulties. Utilized ElevenLabs' *text-to-speech API* to generate voice narration and synchronized text highlighting. Built and tested using *Chrome Developer Tools*, implementing features for multiple voice selection, and interactive UI elements in *JavaScript* and *HTML/CSS*.

### Gridworld Coverage

**Jan-Apr 2025**

- Built and trained RL agent using *Stable Baselines3 (DQN, A2C, PyTorch)* in custom Gridworld; experimented with reward function design and observation space configurations to optimize area coverage; achieved **85% coverage success**.

### Fruit Ripeness Detection

**Sept-Dec 2024**

- Built two-stage deep-learning model using *TensorFlow*, *NumPy*, *Python*, and *Convolutional Neural Network architecture* to classify and predict the ripeness of various fruit types. The model achieves a **96% success rate** of identifying fruit classes by training a primary CNN model that identifies the fruit and then trains specialized sub-CNN models, where each sub-model is responsible for detecting the ripeness of each fruit class.

### The Treasure Hunter

**Feb. 2024**

- Used *Planning Domain Definition Language (PDDL)* to design a model solution that ‘plans a clear path to treasure’ using facts and constraints outlined in a domain file.

### The Pentagram

**Jan-Apr 2023**

- Designed a point and click game using *Unity and C#*; created original assets and audio from *GarageBand*, with a focus on UI/UX.

## SKILLS

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**Programming Languages:** Python, C, JavaScript, C++, HTML, CSS, PHP, SQL, R

**Frameworks/Libraries:** PyTorch, Tensorflow, OpenCV, NumPy, pandas, matplotlib, scikit-learn, Stable Baselines3

**Tools & Platforms:** Microsoft Office, Google Workspace, Google Apps Script, Unity, SharePoint, Microsoft Teams, Canva, OnShape, AnyDesk, Visual Studio Code, SharePoint

**Core Competencies:** Computer Vision, Image Processing, Machine Learning, Reinforcement Learning, Deep Learning (Convolutional Neural Networks, Object Detection, Generative AI), Autonomous Driving, Stakeholder Management

**Operating Systems:** Microsoft, Linux