

# KABELO DIKE

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## EDUCATION

### Queen's University

Bachelor of Science (BS), Computer Science

Kingston, ON

Class of 2027

- **GPA:** 3.06/4.00
- **Courses:** Computer Science I & II (A), Computer Architecture (A-), Data Structures (A), System Level Programming (A-)

## PROFESSIONAL EXPERIENCE

### TD Securities

Summer Associate, Global Operations

Toronto, ON

May 2025 – August 2025

- Centralized 100+ procedures, job aids, and metrics from four sub-teams into a single SharePoint hub, cutting document-search time by ~60% and aligning global documentation.
- Built Power Automate workflows that flag expiring or audit-critical documents, driving 100% on-time updates and strengthening audit readiness.
- Produced step-by-step job aids and team overview deck accelerating new-hire ramp-up and clarifying cross-team workflows.

### Queen's University IT Support

Technical Writer & Student Help Desk Analyst

Kingston, ON

September 2023 – August 2024

- Authored and enhanced 25+ guides with annotated visuals, boosting user self-resolution and reducing repeat tickets.
- Delivered front-line support for account and software issues on personal and university devices, triaging hardware cases for full-time technicians and sustaining 65% faster resolution times.
- Contributed to an internal knowledge base of recurring issues, enabling fixes and shortening onboarding for new analysts.

## EXTRACURRICULAR EXPERIENCE

### Queen's Technology Media Association

Software Developer

Kingston, ON

March 2023 – Present

- Collaborated in a cross-functional team to design, build, and iterate on a full-scale MVP through two demo cycles, incorporating feedback from users and McKinsey consultants.
- Led early-stage technical planning, defining app architecture and selecting tech stacks, while strengthening agile collaboration, version control, and end-to-end product delivery skills.

## PROJECTS

### Custom Shell C | System-level Programming

- Engineered a minimalist Unix-style shell in C that parses input, tokenizes arguments, and executes built-in or external programs using `fork()`, `execvp()`, and `waitpid()`.
- Designed a function-pointer dispatch table for fast  $O(1)$  built-in command lookup, implemented dynamic memory handling, and validated shell stability using GDB and Valgrind.

### ATM Interface Simulation Java | Object-Oriented Programming | Exception Handling

- Developed an ATM simulation in Java featuring balance checks, deposits, withdrawals, and transfers using a four-class OOP structure (User, Account, Transaction, Bank).
- Implemented structured exception handling and in-memory data processing for smooth, runtime-only banking interactions without persistent storage.

## Skills

**Languages:** Java, Python, C, C#, JavaScript, TypeScript, Bash

**Frameworks & Libraries:** React, Spring Boot, Tkinter, Swing

**Tools & Technologies:** Git, GitHub, PowerShell, IntelliJ IDEA, VS Code, Postman, Power Automate

**Debugging:** GDB, Valgrind

**Systems & Concepts:** Linux, System Calls, Shell Scripting, API Integration, Exception Handling, Cryptography, Memory Management, Object-Oriented Design

**Soft Skills:** Team Collaboration, Clear Communication, Initiative, Active Learning, Adaptability, Customer Support, Documentation

## ADDITIONAL INFORMATION

**Activities** Programmania, Badminton, Stocks Trading (Independent trader)

**Interests** Programming Puzzles, Programming Projects, Soccer, Sci-Fi Movies, Comedy, Social Work, Reading