

DEEP SHAH

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EDUCATION

Western University

Sep 2021 – Apr 2025

Bachelor of Science - **Computer Science** | Dean's List 2022-2023, 2023-2024

London, ON, Canada

- **Relevant Courses:** Data Structures and Algorithms, Introduction to Software Engineering, Object-Oriented Design and Analysis, Databases I, Project Management for the Sciences
- **Certifications:** Relational Databases and SQL Essentials, Master the Coding Interview: Data Structures + Algorithms (Udemy) (WIP), Product Management Basics (Pendo) (WIP)

EXPERIENCE

TELUS

May 2024 – Present

Product Manager Intern

Toronto, ON, Canada

- **Team:** Wireless DevOps Data & Tools

Vidyard

Sep 2023 – Dec 2023

Software Developer Intern

Kitchener, ON, Canada

- Increased user retention by **23%** and reduced monthly frontend support tickets by **30**, by revamping the AI-generated video tool with **Vue.js** and **React**, advised by user feedback via **SurveyMonkey** to understand needs and pain points
- Improved test coverage on critical user-facing features by **55%**, by implementing effective backend testing using **Jest**
- Revitalized code readability and eliminated redundancies, leading to a more streamlined development process and saving **15 hours/week** in code maintenance and troubleshooting efforts, through strategic refactoring of the codebase

IPEX

May 2023 – Aug 2023

Software Engineer Intern

Oakville, ON, Canada

- Reduced downtime from **14%** to **2%** when managing file transfers and migrations to Software, by carrying out a file transfer service in **C#** using **.NET** to autonomously monitor product images on the Spectrum server
- Saved **20 hours/month** by replacing reliance on the external application, InfoFlo, and simplifying inventory management processes, through the production of an inventory adjustment system using **C#**, **.NET**, and **SQL**
- Refined precision of item-vendor mapping by **183** basis points on **ASP.NET**, by employing advanced analytics to identify and rectify inefficiencies in API Gateway interactions, thereby reducing missed promises

Project: Human City

Jan 2023 – Apr 2023

Technical Program Manager Intern

Toronto, ON, Canada

- Rectified mobile app AR feature reliability by **19%** by leading a cross-functional team using **Agile**, **Jira**, and **Mixpanel** for enhanced tracking of object and gesture detection
- Coordinated technical evaluations and **SWOT** analysis with Marketing and R&D, using **Miro** to integrate innovative AR features like real-time texture mapping and gesture-based controls
- Cut user onboarding time by **8 minutes** through **Six Sigma** process improvements, **Figma** for design testing, and user feedback integration via **Qualtrics**
- Managed **A/B testing** to adjust layout and features, increasing user session lengths by **11%** and improving usability ratings to **4.0/5**; regularly presented findings and insights through engaging technical presentations to stakeholders, facilitated by **Google Analytics** data, enhancing team decision-making and coordination via **Slack**

Western Developers Society

Oct 2022 – Mar 2023

Project Manager

London, ON, Canada

- Drove a **33%** growth in club membership by orchestrating the "Western Developers League" competition, managing end-to-end logistics for over **300** participants with **Microsoft Project** and **Trello**
- Elevated website speed and UX significantly by applying **Lean** principles for process efficiency and utilizing **Asana** for effective task management, resulting in quick and notable performance enhancements that progressed the club's online presence
- Boosted engagement by **85%** and condensed operations by pioneering custom Discord bots using **Scrum**, automating event notifications and member interactions for optimized community interaction

PROJECTS

Navigator

- Applied **Agile** methodologies to develop a **Java** application with the **Swing** GUI, leveraging the maps available by Western University to allow users to search and explore its interior spaces faster
- Utilized **JSON** to store map metadata locally, expediting seamless data exchange between heterogeneous systems and boosting interoperability
- Wrote **75+** extensive unit/integration tests with **JUnit**, reaching **100%** test coverage

SKILLS

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

Frameworks/Libraries: .NET, ASP.NET, Jest, React, Vue.js

Tools: Asana, Bitbucket, Confluence, Eclipse, Figma, Git, GitHub, Google Analytics, Jira, Microsoft Project, Miro, Mixpanel, MySQL, Slack, SurveyMonkey, Trello, Unix, Visual Studio

Methodologies: Agile, DevOps, Kanban, Lean, Scrum, Six Sigma, SWOT, Waterfall