

# 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:** Introduction to Computer Organization and Architecture, Data Structures and Algorithms, Introduction to Software Engineering, Operating Systems, Object-Oriented Design and Analysis, Databases I, Project Management for the Sciences
- **Certifications:** Amigoscode - Relational Databases and SQL Essentials, IBM Z Xplore - Fundamentals + Concepts + Advanced, Udemy - Master the Coding Interview: Data Structures + Algorithms (WIP), Pendo - Product Management Basics (WIP)

## EXPERIENCE

### TELUS

May 2024 – Present

Product Manager Intern

Toronto, ON, Canada

- **Team:** Wireless DevOps Data & Tools
- Collaborating with cross-functional teams to develop and refine **ORAN/TRAN** product features via **Appian**, leveraging data analysis and user feedback to drive continuous improvements, ensuring market alignment, and accelerating user experience

### Vidyard

Sep 2023 – Dec 2023

Software Developer Intern

Kitchener, ON, Canada

- Increased user retention by **23%** and cut monthly support tickets by **30**, by revamping the AI-generated video tool with **Ruby on Rails**, **Vue.js**, and **React**, advised by user feedback via **SurveyMonkey** to understand needs and pain points
- Reduced deployment time from **1 hour** to **15 minutes** and saved **\$5,000/month** in server costs by migrating video processing services from **EC2 instances** to **AWS Lambda**, enabling scalable, event-driven execution that improved overall system efficiency
- Improved test coverage on critical user-facing features by **55%**, by implementing effective backend testing using **Jest**, and dropped latency of local API endpoints by **120ms**, ensuring faster and more reliable performance

### IPEX

May 2023 – Aug 2023

Software Engineer Intern

Oakville, ON, Canada

- Declined production line stoppages by **37%**, by designing a real-time monitoring system using **Python** and **IoT sensors** to track equipment performance and predict maintenance needs
- Saved **\$200,000** annually in inventory management costs by building a centralized analytics platform using **React**, **Spring Boot**, and **MySQL**, enabling real-time data visualization and decision-making
- Shortened the average build time from **30 minutes** to **10 minutes** and automated over **50%** of manual deployment tasks by streamlining a **CI/CD** pipeline integrating **Jenkins**, **Docker**, and **GitHub Actions**, resulting in more efficient and reliable software releases for the pipeline inspection and maintenance system

### Project: Human City

Jan 2023 – Apr 2023

Product Manager Intern

Toronto, ON, Canada

- Amplified monthly active users by **2,000**, by defining and tracking **KPIs** such as user engagement and session duration, utilizing **Tableau** for visualizing data trends and **Google Analytics** for detailed user insights, and conducting **A/B** testing to optimize feature performance
- Lessened feature development cycles from **8 weeks** to **6 weeks** by launching an AR-based community feedback tool, allowing users to visualize and comment on proposed projects, leveraging **Qualtrics** for user feedback and **Miro** for collaborative planning
- Elevated on-time delivery by **17%**, by pioneering a streamlined product roadmap, prioritizing high-impact AR features and enhancing project visibility and cross-functional collaboration, facilitated through **Jira** for project tracking and **Confluence** for documentation

### Western Developers Society

Oct 2022 – Mar 2023

Software Developer

London, ON, Canada

- Achieved a smoother registration process by developing a dynamic website for the "Western Developers League" competition using **TypeScript** and **React**, improving participant registration efficiency and enhancing user experience for over **300** participants
- Revitalized data management by implementing a **GraphQL** API, lowering data retrieval times and ensuring seamless integration with front-end components, handling an average of **5,000** queries/day
- Boosted community engagement by creating and deploying custom Discord bots with **Python** and **discord.py**, automating event notifications and member interactions

## PROJECTS

### Navigator

- Developed a **Java** application with the **Swing** GUI to enable users to search and explore interior spaces faster, measured by leveraging maps from Western University using **Agile** methodologies
- Reinforced data interoperability by using **JSON** for seamless data exchange between heterogeneous systems
- Obtained **100%** test coverage by writing **75+** extensive unit/integration tests with **JUnit**

## SKILLS

**Languages:** C, C++, CSS, GraphQL, HTML, Java, JavaScript, Python, SQL, TypeScript

**Frameworks/Libraries:** Jest, React, Ruby on Rails, Spring Boot, Vue.js

**Tools:** Appian, AWS, Bitbucket, Confluence, Docker, Eclipse, Git, GitHub, GitHub Actions, Google Analytics, Google Suite, Jenkins, Jira, Microsoft 365, Miro, MySQL, Qualtrics, Slack, SurveyMonkey, Tableau, Unix, Visual Studio

**Methodologies:** Agile, DevOps, Kanban, Scrum, Waterfall