

SHUBHAM GOYAL

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Technical Skills

Languages & Frameworks: C#, Java, Python, JavaScript, .NET, Node.js, Express, Angular, REST APIs

Tools & Technologies: Docker, Git, Azure, AWS, CI/CD, PyTest, Postman, TensorFlow, PyTorch

Databases & Libraries: SQL, PostgreSQL, MongoDB, Pandas, NumPy, Scikit-learn, Matplotlib

Experience

Client's Accounts Representative

May 2022-Sep 2024

TD Insurance

- Collaborated with cross-functional teams and insurance agents to ensure accurate client data entry and payment processing within CRM and billing systems.
- Maintained SLA-driven efficiency, averaging under 60s wait time and 200s handle time, ensuring strong adherence to customer service KPIs.
- Assisted in automating and reconciling client invoices, improving accuracy and reducing manual errors.

General Manager

Jan 2020-Apr 2021

Domino's Pizza

- Led a team of 15+ employees, leveraging POS and analytics systems to optimize scheduling, cost control, and daily operations.
- Maintained food and labor costs under 35% of net sales through data-driven planning and workflow optimization.
- Oversaw order tracking and system performance, ensuring efficiency, quality, and customer satisfaction.

Education

Honors Bachelor of Computer Science

Dec 2026

Sheridan College, Oakville, ON

Computer Systems Technician – Software Engineering

Jan 2018-Dec 2019

Sheridan College, Oakville, ON

Projects

E-Commerce Web App | .NET (C#), ASP.NET Core MVC, SQLite, Stripe API, HTML, CSS, JavaScript

- Engineered a full-stack e-commerce platform using .NET (C#) with secure authentication and role-based access for admins and customers.
- Implemented product browsing, cart management, and Stripe API integration for real-time payment processing and order tracking.
- Designed a modular MVC architecture with an SQLite database for scalable, maintainable, and persistent data management.

Sheridan Events | Node.js, Express.js, Firebase (Auth + Firestore), SwiftUI, REST APIs

- Developed a SwiftUI iOS app for students to browse, register, and manage campus events with real-time updates.
- Built a Node.js/Express backend with Firebase Firestore for event data storage and synchronization.
- Implemented Firebase Authentication for secure student and admin logins with session management and role-based access.
- Deployed the backend to the cloud, ensuring scalability and reliable access across devices.