Duncan Scanga

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EDUCATION

Queen's University   **Kingston, Ontario**
Bachelor of Computing: Specialization in Software Design   Class of 2024
- **Honors:** Principal's Scholarship, Dean's Honour List   **GPA:** 4.0

De La Salle College "Oaklands"   **Toronto, Ontario**
Ontario Secondary School Diploma   2016-2020
- **Honors:** Honour Roll, English Award

WORK & LEADERSHIP EXPERIENCE

GFL Environmental Inc.   **Vaughn, Ontario**
Intern Software Developer   *May 2023 – August 2023*
- Recommended the implementation of audit logs for database to correct loss of data
- Onboarded new employees along with create documentation and training for future employees
- Worked in tandem with the Marketing team, to design and implement a confirmation email sent to customers once their service request was submitted
- Added multiple new tools for CSRs ad hoc based on weekly calls based on tickets being sent to the portal. Based on problems presented, solutions were designed, implemented, tested and released on a weekly basis. Investigated error logs, spoke with Account Managers, and created small bug fixes to reduce reoccurring errors.
- Adapted to the increasing size of the business by increasing the Business Unit Codes from length of three to five and completed all necessary investigations and then devised and completed the necessary changes
- Increased security of the CSR Portal by creating individual permissions for each possible task/page that a CSR may need. Created grouping of permissions to reduce manual entry of permissions for each employee.
- Designed and integrated a new Ecommerce Portal into the CSR Portal to track details such as regions, billing cycles, blacklisted addresses, promo codes, service codes, service frequencies, etc. Databases were migrated with increased audit logs on each table to track changes. Completed in one week.
- Added the ability to show a map of the service areas that each E-commerce area will sere with the ability to show multiple service zones
- Reduced development ticket logs by creating a tool that allowed CSRs to sync out of date records with the Payment Portal which reduced the need for manual database updates from the development team.
- Created a separate navigation bar for Employees impersonating Customers for the Residential Garbage Collection system, to increase usability for employees while reducing clutter for the customers
- Created error pages for when new employees are not logging in with their GFL employee which saw time wasted reduced from multiple days while waiting for the problem to manually corrected.
- Improved the ability for customers to create service requests by allowing Business Unit Representatives to indicate the type of requests their branch is accepting and added the ability to send requests to new Business Units when one Business Unit is closed.
- Recommended and created a reports page in the CSR Portal to allow Managers to get real-time spreadsheets on Requests Closed for each employee, Requests per business unit, impersonation logs of CSRs, Categorizing the type of requests, etc. Previously, each month Sales Managers would email the development team to manually run SQL queries for the necessary reports.
- Worked as a member of a development team for the liquid waste division (OMS). Implemented the tracking of start and end times for drives. Created functionality to base the start time from when the driver's tablet is first turned on and end time from the completion of a work order.

GFL Environmental Inc.   **Vaughn, Ontario**
Intern Software Developer   *May 2022 – August 2022*
- Improved the Commercial and Residential account management process time by automating the linking procedure for customers to multiple accounts
- Investigated problems affecting customers to identify the root cause (invalid data in database, third-party payment software failure, etc.), and performed the necessary fixes
- Improved the performance of Customer Service Request Portal by optimizing the database query to find all open customer tickets which decreased loading time

- Developed automation capabilities of the Customer Service Request portal reducing time taken to assign new employees to their tasks from an hour to a minute, along with optimizing the search query to decrease wait-time
- Created functionality for the Customer Service Request portal to on-board new employees automatically without the need for manual assigning of regions and roles
- Integral member of the Commercial Garbage Collection Dispatch IT development team (FleetMapper) to work on   front end (e.g., implementing ETA, expected arrival/dump time, solving minor bugs) towards the end goal of automating the role of a dispatcher

GFL Environmental Inc.   **Vaughn, Ontario**
Intern Software Developer   *May 2021 – August 2021*
- Developed a new web page application, improving ticket resolution time for the Customer Service Requests Portal utilized by 600+ international branches
- Collaborated with VP to design a new web page to improve the Customer Service Requests Portal that segments data, providing managerial oversight of ticket close-out efficiency
- Developed automation capabilities of the Customer Service Request portal yielding efficient addition of new Business Units and new Users, which decreased manual data entry for newly acquired companies from a one-day process to one hour
- Integral member of the corporate IT DevOps team to update customer and employee applications (e.g., modifying page layouts, accommodating French users)

West Toronto Renegades Hockey Club   **Toronto, Ontario**
Head Goalie Coach   *September 2018 – March 2020*
- Identified areas of improvement then utilized creative drills to build confidence and fundamentals

Tim Hortons   **Toronto, Ontario**
Team Member   *April 2019 – November 2019*
- Performed many tasks alone including opening/closing the store, preparing food and handling of tender

Deep Foundations Contractors Inc.   **Toronto, Ontario**
Project Coordinator   *July 2017 – August 2017*
- Managed the collection and organization of all incoming and outgoing invoices from seven Eglinton Crosstown subway stations ($100M contract value)
- Initiated process of utilizing digital safety records over paper files, improving safety performance, government compliance requirements and document filing efficiency

SKILLS, ACTIVITIES & INTERESTS

Technical skills: Bash, C, C#, C++, Haskell, Java, JavaScript, Prolog, Python, HTML, CSS, .NET Framework, Typescript, SQL
Athletics: Competitive hockey for 10+ years, Recipient of the De La Salle College: William Markle Award for sportsmanship for Character and Respect
Training: Construction safety orientation training, WHIMS, Tim Hortons training/orientation program
Interests: Athletics, Debating, Coding, Problem Solving, Chess, App development