Javian Gapasin

647-801-7765 | jgapasin@uoguelph.ca | linkedin.com/in/javiangapasin | github.com/javiangapasin

EDUCATION

University of Guelph   Guelph, ON
Bachelor of Computing, Major in Software Engineering (Co-op), Minor in Sustainable Business   *Sept. 2023 – Present*
- Placed on Dean's Honour's List for the Fall 2023, Winter 2024 and Fall 2024 Semesters, awarded to students who have obtained a minimum semester average of 80%

WORK EXPERIENCE

University of Guelph Computing and Communications Services (CCS)   Guelph, ON
Student IT Consultant   *May. 2025 – Present*
- Resolved 75+ Tier 1–2 IT support tickets weekly, diagnosing identity (LDAP, Active Directory, Azure), network, MFA, and Office 365 issues while improving first-contact resolution and Help Centre response efficiency.
- Collaborated with cybersecurity, networking, and identity teams to escalate complex cases and authored clear documentation and IT Help articles, reducing repeat inquiries and helping standardize troubleshooting across the department.
- Simplified complex technical issues for 100+ users per month across phone, email, and in-person support, improving user satisfaction and reducing follow-up questions while independently troubleshooting unfamiliar problems using internal tools and knowledge bases.

Habitat for Humanity Halton-Mississauga-Dufferin   Burlington, ON
Database and Research Coordinator   *May 2024 – Aug. 2024*
- Maintained 2,000+ constituent records in Raiser's Edge with near-zero error rates, supporting data integrity for fundraising KPIs and donor reporting
- Identified and screened 50+ major gift, mid-level, and corporate donor prospects, supporting pipeline growth and informing strategic outreach.
- Developed internal research summaries and donor briefs that improved team decision-making and reduced time spent preparing for stewardship activities.

Social Media and Website Coordinator   *June 2023 – Aug. 2023*
- Planned, created, and scheduled 30+ social media posts, improving reach and engagement through accessible, community-focused content
- Updated and maintained website content, improving readability and navigation and reducing outdated or unclear pages by 20% to support donor and volunteer usability

PROJECTS

vGradeBook | *C, Python, SQL, GUI Development*   Jan. 2025 – Apr. 2025
- Developed a grade book application that parses vCard files to create and manage class rosters.
- Built a C-based parser to extract structured data from vCard files and linked it to a Python GUI.
- Integrated a database backend to store and query class rosters and grade data using SQL.
- Implemented data visualization tools to analyze and display student performance.

Statistics Canada Data Analysis | *Python, Pandas, Matplotlib, Trello, GitLab*   Jan. 2024 – Apr. 2024
- Collaborated with a team of 3 students to develop a Python application that analyzed job vacancy trends in Canada using data from Statistics Canada.
- Implemented a CSV parser in Python to efficiently extract, clean, and preprocess large datasets for analysis.
- Utilized Pandas for data manipulation and transformation to identify key employment trends over time.
- Developed visualizations using Matplotlib and Seaborn to illustrate patterns and insights in job vacancy data.
- Managed project workflow using Trello and version-controlled development using GitLab.

TECHNICAL SKILLS

Programming Languages: Java, Python, C, SQL, JavaScript, TypeScript, R, PHP, Assembly
Developer Tools: Git, Docker, Linux, VS Code, IntelliJ, Eclipse
Frameworks & Databases: React, Flask, Bootstrap, Blackbaud Raiser's Edge
Enterprise Systems: LDAP, Active Directory, Microsoft Azure, Office 365, Helpdesk Ticketing (Footprints)
Other Skills: LaTeX, Agile Development, UX Design, Data Visualization, Project Management, Pair Programming