

KELVIN CHOW

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SUMMARY OF QUALIFICATIONS

Certifications: AWS Cloud Practitioner, Azure AI Engineer (In-progress), AWS Data Engineer (in-progress)

Technical Skills: Python, Jupyter, Java, SQL, GIT, C, HTML, CSS, Javascript, Powershell, Bash, Office 365

Bachelor Honours BSc. in Computer Science Co-op, Toronto Metropolitan University, Dean's List

September 2021 - Expected: April 2026

Relevant Courses: Data Structures, AI, ML, Algorithms, Data Science and Mining, Statistics, Computer Networks

WORK HISTORY

System Support Engineer Co-op, Toronto Parking Authority, GreenP Parking

May 2025 - Dec 2025

- Delivered Level 1, 2, and 3 technical support to end-users, resolving hardware, software, and networking issues across TPA offices and field locations.
- Assisted in implementing and monitoring cybersecurity protocols to safeguard internal systems and sensitive data. (CrowdStrike, Symantec, Cisco Umbrella)
- Developed and deployed automation scripts to streamline system configuration, reducing manual setup time and improving operational efficiency. (Intune, PowerShell, Active Directory)
- Participated in implementing AI-driven solutions to enhance customer support, including chatbots and intelligent ticket routing, improving response times and user experience. (Co-pilot, Power Apps, D 365)
- Collaborated with cross-functional teams, including vendors, on system upgrades and enhancements, contributing to a customer support digital transformation initiative.

Junior Developer/IT Co-op, Green and Spiegel LLP

September 2023- Dec 2023, May 2024 -Sept 2024

- Designed and implemented a secure client intake web portal, enhancing data management and communication efficiency. (AWS, Rest API)
- Automated dynamic PDF generation using SQL, Python, and Java, reducing manual workload by 53% and integrating seamlessly with multi-language backend systems.
- Participated in code reviews, providing and implementing constructive feedback to optimize code quality for other developers utilizing git source control.

Information Technology Co-op, Bothwell Accurate Co. Inc.

May 2023 - September 2023

- Delivered comprehensive technical support, resolving over 200 hardware and software issues efficiently for a diverse workforce.
- Automated onboarding processes for new employees by developing and deploying robust shell scripts, streamlining IT operations.

PROJECTS

Laptop Configuration Automation | PowerShell, Task Scheduler, Windows

- Developed a PowerShell-based automation solution to streamline pre-domain setup for Windows 11 desktops and laptops.
- Automated critical tasks, including system configuration, Windows and Lenovo updates, firewall management, antivirus installation, device renaming, and application deployment
- Reducing manual setup time and ensuring consistency across devices.

Income Prediction | Machine learning, Data mining, Python, Scikit-learn, Pandas, Matplotlib

- Built income classification models using the Adult Income dataset with 5 ML algorithms (SVM, Logistic Regression, etc.).
- Handled data cleaning, encoding (one-hot, binary, frequency), scaling, and feature selection with RFE.
- Achieved 84% accuracy with SVM; identified age, education, and capital gain as top predictors.