

# Stephenie Michael

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## EDUCATION

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### University of Manitoba

*Bachelor of Science in Computer Science*

May 2021 – Expected 2026

*Winnipeg, MB*

## EXPERIENCE

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### Fraud detection Analyst (Part-Time)

Aug 2023 – Present

*Ntt Bpo*

*Toronto, Ontario (Remote)*

- **Analyzed customer** transactions and account activity to identify patterns, anomalies, and potential indicators of fraudulent behavior
- **Reviewed flagged cases** by assessing transaction history, behavioral trends, and risk indicators to determine fraud legitimacy and appropriate escalation
- **Collaborated with internal** risk and compliance teams to ensure accurate fraud classification while minimizing false positives
- **Documented investigation** outcomes and trends to support fraud prevention efforts and process improvements
- **Maintained strict adherence** to security, privacy, and regulatory compliance standards when handling sensitive customer data

### IT Support Analyst (Part-Time)

May 2025 – September 2025

*University of Manitoba*

*Winnipeg, Manitoba*

- **Resolved 30+ technical support** tickets daily involving authentication issues, access permissions, and system errors, ensuring reliable IT services for 10,000+ students, faculty, and staff
- **Designed and deployed PowerShell** automation scripts to streamline account provisioning and maintenance, reducing setup time by ~40% and minimizing manual errors
- **Developed reusable documentation** and automation tools to standardize support workflows, accelerating resolution of recurring issues and reducing customer wait times by ~25%
- **Collaborated with cross-functional** IT teams to triage incidents, meet SLA targets, and maintain high service quality in a fast-paced support environment

### Software Developer Co - Lead (Volunteer)

January 2024 – August 2024

*UX Design Club – University of Manitoba*

*Winnipeg, Manitoba*

- **Led the development** of responsive, user-centered interfaces using JavaScript, HTML, and CSS, improving usability, accessibility, and visual consistency across club projects
- **Worked closely with designers and developers**, demonstrating strong leadership, communication, and time-management skills in a collaborative, deadline-driven environment
- **Applied Test-Driven Development (TDD)** practices by writing and executing tests to ensure code reliability, maintainability, and high quality
- **Translated Figma designs** into clean, functional front-end implementations while adhering to modern UI/UX best practices

## PROJECTS

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### [BudgetWise- Ai Budgeting web app](#) | React, APIs, Git, LLM

- Contributed to the development of an **AI-assisted budgeting web application** that helps users track expenses, analyze spending behavior, and generate actionable financial insights
- **Integrated Large Language Model (LLM)**–powered logic to support intelligent transaction categorization and user-friendly financial summaries
- Built and **refined React (JavaScript) frontend components**, focusing on clean UI, responsive design, and intuitive data presentation
- Worked with **backend APIs** to process, categorize, and surface spending trends
- Implemented data visualizations to highlight monthly trends, category breakdowns, and spending patterns
- Collaborated using **Git-based workflows** (branching, pull requests, code reviews) in a multi-developer environment.

### [P2P File Sharing Server](#) | Python, Sockets, TCP/IP, Distributed Systems, Networking Protocols

- Designed and implemented a **peer-to-peer file sharing system** enabling direct file exchange between nodes without centralized storage
- **Built socket-based networking** logic to handle peer discovery, connections, and data transfer across distributed clients
- Implemented **custom message protocols** for file requests, responses, and peer coordination
- Managed **concurrent peer connections**, ensuring reliable communication and efficient file transmission
- Gained hands-on experience with distributed systems concepts, network programming, and fault handling in decentralized architectures

### [Optifit - Android Application](#) | Java, HSQLDB, XML, Junit, Bootstrap, JS, HTML, CSS, Gitlab

- Designed a layered **Android application architecture** separating presentation, business logic, and data persistence for scalability and maintainability
- Implemented **end-to-end user account management** (authentication, profile updates, secure deletion) and centralized dashboard navigation
- **Built exercise and diet recommendation** features integrated with a calendar-based scheduling system for tracking monthly activities
- Developed **calorie visualization** and water-intake tracking to surface health trends through structured data handling
- Collaborated in a **Git-based team workflow**, applying clean code practices and service-based abstractions across the app

### [Gym Ops Dashboard](#) | Python, FastAPI, React, Data Visualization, APIs

- Processed and analyzed **gym operational data** to identify usage trends and capacity patterns
- Designed scalable **API endpoints using FastAPI** to support real-time dashboard updates
- Translated **raw data into actionable insights** through clear, interactive visualizations

### [GEMSS – Gift Basket Web Application](#) | HTML, Javascript, Css, LocalStorage

- Built a **responsive gift basket web app** enabling users to browse pre-made baskets and items, build custom baskets, and manage a persistent cart and wishlist
- Implemented **cart/wishlist persistence using localStorage**, maintaining state across refreshes and navigation
- Added multi-currency price display (USD/CAD) with dynamic UI updates
- Designed clean multi-page navigation (Home, Wishlist, Cart) and reusable UI components for product/basket rendering

## TECHNICAL SKILLS

**Languages:** Java, Swift, Python, C/C++, SQL, JavaScript, HTML/CSS, XML, MongoDB

**Frameworks:** React, ExpressJS, Bootstrap, JUnit, Rest API, Fast API

**Developer Tools:** Git, VS Code, Visual Studio, IntelliJ, Eclipse, Jupyter Notebook, PyCharm

**Libraries:** pandas, NumPy, Matplotlib

**Contribute to Open source projects.**