Nishka Shah

n27shah@uwaterloo.ca | (647) 450-2945 | [Portfolio](#) | [LinkedIn](#)

EDUCATION

University of Waterloo   2023 – 2028
Bachelor of Applied Science in Management Engineering
Coursework: Databases and Software Design (SQL), Data Structures and Algorithms (Python), Engineering Economics
Activities: Director of Operations @ UW FinTech, 180 Degrees Consulting, Women in Engineering

SKILLS

Technical: Python, SQL, R, Excel (VBA), Power BI, SharePoint, Azure DevOps, .NET Framework
Strategy: Agile, Stakeholder Management, UX Research, A/B Testing, Usability Testing

EXPERIENCE

Toronto Transit Commission   Jan 2025 – Apr 2025
Systems Integrator Co-op

- Led SharePoint 2016 to SharePoint Online **intranet migration**, overseeing redesign, document and forms migration, and SOP creation. Conducted a Case Study with proposed recommendations being implemented and **accelerating project completion by 5 months**.
- Initiated and executed Power Automate for vendor validation and bounce-back tracking from 2000+ emails, **saving 2 months** of manual data entry for IFS to SAP project.
- Facilitated UAT sessions with intranet redesign clients from service desk tickets, to present mock-ups and translate business needs into technical solutions.
- Worked on IFS to .NET migration using C#, JavaScript, and MS SQL Server for data querying. Collaborated in an Azure DevOps Scrum environment through sprint cycles and code reviews.
- Contributed in Change Impacts meetings for DOSS to HASTUS system transition, conducting **stakeholder analysis** and developing recommendations to address TTC Union concerns around job security and privacy.

LVM Tech   May 2024 – Aug 2024
Business Development Coordinator Co-op

- Pitched Bell Mobility Corporate packages to **80+** business owners and C-suite executives daily, leveraging competitive benchmarking to position a tailored mobile workforce solution.
- Analyzed call data using Power BI, uncovering insights including prime calling times and best pitches to use, that drove a **95%** increase in leads.
- Collaborated with account managers to improve client on-boarding process by mapping pain points and redesigning intake workflows, resulting in a **30%** reduction in lead-to-close time.

Habits for a Better World   Jan 2025 – Present
UX Research Volunteer

- Worked with product managers and developers ensuring seamless integration of UX insights – such as motivational triggers and user value alignment – into the development cycle for a film initiative led by Karel Vrendenberg, former IBM Global VP of UX Research.

PROJECTS

Personalized Budgeting and Financial Advice Tool

- Programmed functional tool using VBA with ChatGPT API integration for personalized financial advice.

Power BI Dashboard using Mock Dataset

- Includes use of SWITCH measures, conditional formatting, and dynamic titles.
- 4 charts to compare Gross Profit, Quantity, and Sales for YTD and PYTD.