

# Rakshita (Raya) Mathur

rakshita.mathur3600@gmail.com | +1 343-777-4192 | [linkedin.com/in/rakshitamathur](https://www.linkedin.com/in/rakshitamathur) | [github.com/rakshita003](https://github.com/rakshita003)

---

## Summary

Versatile Computer Science graduate with hands-on experience across AI/ML, technical support, cybersecurity, and sales technology consulting. Skilled in Python, Java, SQL, and OpenCV with proven success in machine learning projects, AI model training (RLHF), and software refactoring. Strong foundation in cloud (AWS Certified Solutions Architect), cybersecurity principles, and enterprise IT support, including Active Directory, system deployment, and troubleshooting. Experienced in customer-facing technical roles, driving both sales growth and end-user satisfaction by bridging technical expertise with business impact. Recognized for adaptability, problem-solving, and a passion for applying emerging technologies to real-world challenges.

## Professional Experience

### Wireless Sales & Tech Consultant – Bell & Staples

*Ottawa, ON | Sept 2025 – Present*

- Delivered end-to-end technical setup for laptops, mobile devices, and wireless plans, ensuring seamless onboarding for Bell customers.
- Increased sales conversion rates by 15% YoY through consultative selling and tailored product recommendations.
- Provided Tier-1 technical support (device troubleshooting, software installs, account setup), reducing escalations by 20%.
- Tools: POS Systems, Oneview, Windows/Mac setup, Statflo.

### Technical Support Analyst – Elections Ontario (Contract via Quantum)

*Toronto, ON | Jul 2025 – Aug 2025*

- Migrated IT infrastructure during provincial election relocation, deploying 150+ secure Windows-based systems across multiple offices.
- Configured Active Directory, BIOS, and MS Office environments to align with organizational security policies.
- Collaborated with cross-functional IT teams to ensure zero downtime during office transition.
- Tools: Active Directory, MS Office Suite, Windows Deployment, BIOS/UEFI.

### Freelance AI Data Evaluator – G2i Inc.

*Remote | Jun 2024 – Jun 2025*

- Trained and evaluated AI/LLM models via Reinforcement Learning from Human Feedback (RLHF), ranking and refining model outputs.
- Generated structured evaluation datasets, improving AI response accuracy and safety alignment by ~12%.
- Delivered 3 freelance projects focused on prompt ranking, reasoning assessment, and feedback-driven fine-tuning.
- Tools: Python, Jupyter Notebook, LLM Evaluation Platforms.

### Python Developer Intern – Voice Directed Tally Systems (VDTs)

*Remote | Nov 2023 – Feb 2024*

- Refactored legacy ML pipeline by transitioning from scikit-learn to OpenCV, ensuring compatibility with Android-based vision systems.
- Documented integration changes directly in code, enabling future maintainability and scalability.

- Delivered updates on-time within 4-month internship, contributing to overall project stability.
- Tools: Python, OpenCV, scikit-learn, Git.

## Sales Associate & Acting Store Manager – The Mobile Shop (Loblaws)

Ottawa, ON | May 2022 – Oct 2024

- Provided technical troubleshooting and setup for wireless devices, boosting customer satisfaction scores by 18%.
  - Managed store operations for 1 month as Acting Manager, overseeing staff schedules, inventory, and reporting.
  - Consistently exceeded monthly sales targets by 20–25% while balancing technical support responsibilities.
  - Tools: Mobile Device Setup (Android/iOS), CRM, Statflo, RQ.
- 

## Education

University of Ottawa – Ottawa, ON

**B.Sc. (Honors) in Computer Science, Cum Laude** | Graduated April 2024

- GPA: **7.11/10** (Cum Laude distinction).
  - Relevant Coursework: **Data Structures & Algorithms, Cloud Computing, Cybersecurity, Software Engineering, Artificial Intelligence, Networking.**
  - **Volunteer Experience:**
    - **Computer Science Student Association (CSSA):** Assisted in planning and executing student-led events, supported peers in academic development, and encouraged participation in technical workshops.
    - **UOConnection (International Student Program):** Helped welcome and onboard new international students through meet-and-greet sessions, peer mentoring, and cultural integration support.
    - **Career Corner:** Guided students on **resume reviews, interview prep, and service awareness**, improving student engagement with career development resources.
- 

## Skills

- **Programming & Development:** Python, Java, SQL, C/C++, Git, Linux, Jupyter Notebook
  - **AI/ML & Data Science:** OpenCV, scikit-learn, spaCy, RLHF (Reinforcement Learning from Human Feedback), Data Structures & Algorithms, Text Classification, Anomaly Detection
  - **Cybersecurity & Systems:** Cryptographic Algorithms (HMAC, DSA), Security Protocols, Network Fundamentals, Cybersecurity Best Practices
  - **Cloud & DevOps:** AWS (Solutions Architect Certified), Linux Environment, System Integration, Agile & Version Control
  - **IT Support & Tools:** Windows Deployment, Active Directory, BIOS/UEFI, MS Office Suite, POS Systems, Troubleshooting & System Setup
  - **Customer Engagement & Sales:** Technical Consulting, Customer Service, Solution Selling, Product Demonstrations, Training & Onboarding
-