

Sam Chusen Ou

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WORK EXPERIENCE

IT Application Support – Corporate (Co-op)

Linamar Corporation

January 2025 – August 2025

Guelph, Canada

- Resolved **600+** finance, operations and access incidents with an average resolution time under **4 hours**, exceeding SLA targets by **92%**.
- Automated dormant accounts review process with **Python**, eliminating **99.96%** of manual work and preparing audit-ready data for external auditors.
- Led bi-weekly Internal Audit meetings to present due diligence on IFS segregation-of-duties conflicts, resolving **100+** SOD issues.
- Authored **IFS** User Access guide, formalized into a centrally controlled WI and adopted as the company's **IFS** access workflow.
- Reconfigured GL accounts in **IFS** to align with French **GAAP** (Combination Rules and Tax Codes).

Application Developer (Part-time & Remote)

August 2024 – September 2025

Hans Holdings Management

Basingstoke, United Kingdom

- Shipped a RESTful Flask-based reservation system; **£2,000+** annual savings, **1,700+** week-one bookings, **30,000+** month-one visits.
- Implemented role-based authentication with **AES**-encrypted PII, **Argon2** hashing, **CSRF** protection, **CSP**, and custom rate limiting.
- Developed tamper-proof audit logs with **SQLite** triggers to ensure **GDPR compliance**, data integrity and auditability.
- Led user acceptance and penetration testing, documenting vulnerabilities and validating fixes to meet business and compliance requirements.

Assistant Accounting Intern (Co-op)

May 2024 – August 2024

Fortune Foods UK

Reading, United Kingdom

- Launched a secure B2B e-commerce site (**Shopify**, **Liquid**, **JS**) with a **React** marketing site, driving **6.1k+** verified sessions, **65%** returning customers, and **58.4%** referral-driven sales.
- Implemented **Algolia** to reduce multilingual search errors, deployed custom **JS** middleware for dynamic collection remapping.
- Deployed an internal labelling platform with one-click translation, banned E-number flagging, allergen detection, barcode generation, and HTML-to-PDF export — cutting creation time by **80%+** and ensuring EU/UK FSA compliance.
- Shipped customer-facing cataloguing software using **Flask** and **Python**, reducing production time by over **50%**.
- Managed RTI payroll and GL entries in **Sage50** and **Payroo**. Handled daily journal entries and stock checks across SKUs in **Excel**.

PROJECTS

Placecard - (Live demo: the-placecard.vercel.app)

- Built and deployed a private, non-commercial social app for UW/WLU students with invite-only access, trust scoring, and moderation.
- Implemented messaging, abuse reporting, and LLM user-host matching. Deployed on Railway/Gunicorn (API) & Vercel (Frontend).
- Added Firebase security rules and optimized database reads/writes to prevent unauthorized access risks and save GCP costs.

FortuneVantage DSS & BI Platform - Proprietary

- Designed and shipped a secure, production BI platform for a UK food wholesaler, covering customer management and sales analytics.
- Built automated **Excel** import pipelines with validation, normalization, and postcode-based geocoding for regional analysis.
- Developed interactive dashboards for top customers, regional performance, sales maps, and **Prophet**-based next-order forecasting.

SKILLS & INTERESTS

- Languages & Frameworks:** Python, JavaScript, SQL, C, HTML/CSS, R, VBA, Liquid
- Libraries & Databases:** Pandas, NumPy, SQLite, MySQL, React, Flask, Prophet, Firebase
- Systems, Security & Data:** Linux (Bash, Cron, SSH), AWS EC2, ServiceNow; AES, Argon2, CSP, CSRF, GDPR, Gunicorn
- ERP, Finance & Tools:** IFS (V8, Cloud), Sage 50, Excel, Payroo, Loftware Spectrum, Apache Guacamole
- Interests:** Tennis, Golf, Sabre Fencing, Cooking, Speciality Coffee, Formula One, Sim Racing

EDUCATION

University of Waterloo

Waterloo, Canada

Bachelor of Mathematics, Mathematics/Financial Analysis and Risk Management (CFA Specialization)

Joint Honours in Statistics · Computational Mathematics Minor · President's Scholarship

Relevant Coursework: Optimization, Financial Mathematics, Calculus III, Linear Algebra II, Investment Science, Statistics, Business Law

Tonbridge School

Tonbridge, United Kingdom

House Praepostor (Prefect), Competitive Coding Society, Fencing Team, Tennis, Field Hockey XIII, Berkshire Youth Symphony Orchestra