

SANTIAGO GUZMAN

Oakville, ON, L6L 2W2 | (289) 400-9103 | santiago.guzare@gmail.com

EDUCATION

UNIVERSITY OF WATERLOO

Bachelor of Computer Science - Business Specialization

Cumulative GPA: 3.7/4.0

Relevant Coursework: Statistics, Probability, Algorithm Design & Data Abstraction, Sequential Programming, Financial Management

Waterloo, ON

Sep 2024 – Jun 2028

WORK EXPERIENCE

BURLINGTON ECONOMIC DEVELOPMENT & TOURISM

Business Development Intern

Burlington, ON

May 2025 – Aug 2025

- Built an automated Power BI dashboard to visualize and track core business KPIs, saving 15+ hours per month of manual reporting and improving decision-making efficiency.
- Evaluated a \$40K+ IT infrastructure quote by analyzing technical requirements and vendor pricing, recommending cost optimizations that reduced projected expenses by 25%.

TECHPLACE

Operations & Data Support (Co-op)

Burlington, ON

Oct 2023 – Jan 2024

- Enhanced CRM data integrity by importing 150+ company contacts and interaction records into Salesforce, streamlining reporting and saving staff 5+ hours per week.
- Developed and deployed 2 AI chatbots for internal and external use, reducing response times by 98%+; presented findings to 10+ staff and partners, which secured an internship offer and strengthened industry connections.

STAPLES CANADA

Technology Associate

Oakville, ON

Jul 2022 – Oct 2023

- Delivered technical solutions and streamlined operations by analyzing customer needs and managing inventory in IBM AS400, achieving a 30%+ warranty attach rate, 90%+ customer satisfaction, and reduced wait times.

CERTIFICATIONS

PYTHON FOR DATA SCIENCE | IBM

- Built proficiency in Python scripting, data cleaning, and exploratory analysis using Pandas, NumPy, and Jupyter notebooks.

CS50X | Harvard University

- Strengthened computational problem-solving skills and database fundamentals (SQL, Python, C).

POWERBI BEGINNER | Dimensional Strategies Inc.

- Gained foundational skills in data modeling and cleaning, KPI visualization, DAX, and dashboard development.

MENDIX RAPID DEVELOPER | Mendix

- Applied agile methodologies and application lifecycle management (ALM) principles in low-code application development.

AWARDS

EDC LATIN+ COMMUNITY LEADER SCHOLARSHIP | Export Development Canada (EDC)

- Awarded for outstanding leadership and contributions to the Latin+ community in Canada.

SCHULICH LEADER NOMINEE | Schulich Leader Foundation

- A Schulich Leader Nominee represents the top entrepreneurial-minded STEM student in their graduating class.

OAKVILLE YOUTH EDUCATION AWARD | Oakville Community Foundation

- Recognized for involvement, integrity, improvement, and inclusion in school and community activities.

VOLUNTEER EXPERIENCE

48 HOURS OF HOPE

Founder & Event Organizer

Oakville, ON

Jun 2023 – Oct 2023

- Coordinated fundraising campaign logistics and multi-channel marketing strategy, raising \$3,400+ for at-risk youth in Colombia and driving 4,000+ views across digital platforms.
- Led team of 5+ volunteers to execute outreach strategies, resulting in media coverage by InsideHalton and HCDSB.

THE CHARIS FOUNDATION

Technology Advisor

Oakville, ON

Jun 2021 – Jun 2023

- Researched and implemented technology solutions by evaluating the foundation's needs, procuring and installing devices, and debugging website issues, which improved system reliability and staff efficiency.

ADDITIONAL

Technical Skills: Python (Pandas, NumPy), C++, C, SQL, GNU/Linux, Salesforce, Power BI, Microsoft Suite, Microsoft Excel, Git, GitHub

Languages: Fluent in Spanish, English

Interests: Modern philosophy, Chess strategy, Watch collecting, Investing & personal finance, Reading (psychology & non-fiction)