

SHIVAM BHATOOLAUL

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SUMMARY

Recent Computer Science Graduate from the University of Toronto. Interned at the Royal Bank of Canada (RBC) on 3 separate terms and worked on software development, automation, and forecasting. Most proficient in Python, but always excited to work with new programming languages, frameworks, or tools.

EDUCATION

University of Toronto

Honours Bachelor of Science (HBS) In Computer Science

Mississauga, ON

Sep. 2018 – Apr. 2023

- **GPA:** 3.68/4.00
- **Honours & Awards:** Dean's List Scholar (2020-2023), University of Toronto Scholar Award

EXPERIENCE

Royal Bank of Canada (RBC)

Business Analyst Intern

Mississauga, ON

Summer 2019, 2020, 2021

- Developed an application to predict monthly call volumes for each line of business at RBC with a 94% month-to-month accuracy rate by using the Anaconda Python distribution to leverage libraries such as NumPy with a SARIMA (Seasonal Autogressive Integrated Moving Average) model
- Re-engineered the monthly call volume predictor for *daily* call volumes as well—since the forecasting team did not have a tool that directly performed this task beforehand—by using Facebook's open source forecasting package: Prophet
- Developed a Python Tkinter application to assist the workforce management team with viewing, comparing and validating information about work-from-home employees in the RBC Advice Centre—which was crucial to sort any scheduling conflicts after the mass migration of employees to a work-from-home environment after the start of the COVID-19 pandemic
- Developed a final application to reconcile employee data from various internal sources at the bank—which enabled the forecasting team to complete this task in a few hours instead of an entire week—with Python's pandas and XlsxWriter libraries
- Automated multiple other processes that saved employees at the RBC Advice Centre over 20 hours of work in a week by using Python to create Excel bots
- Prepared reports for the workforce management team—which were crucial for business decisions—after using SQL Queries to extract and sort data from the RBC Advice Centre's call routing system

TECHNICAL SKILLS

Languages: Python, Java, C, Swift, JavaScript, HTML/CSS

Frameworks: Flask, SwiftUI

Libraries: React, pandas, NumPy, SciPy, Matplotlib, Tkinter, XlsxWriter, Requests, BeautifulSoup, Selenium

Databases: SQL (Postgres), MongoDB, Neo4j, Tableau

Developer Tools: Git/GitHub, Jira, Docker, VS Code

PROJECTS

DeerCourse

github.com/elysiaoyong/DeerCourse

- Developed a full stack web application—in a group of 7—for students to easily rate and discover courses at the University of Toronto using React, FastAPI, SQL (Postgres, Lite and Alchemy as the wrapper), Python, REST architecture, and Docker
- Focused on the creation of the front end using HTML, CSS, Javascript, React and React-Bootstrap—as the component library
- Validated information inputted by users on the website (e.g., search and sign-up) using Formik and Yup
- Handled conditional rendering for the website using Axios
- Implemented the webscraper to crawl for course information at the university using Python's Requests Library

Candito 6 Week Strength Program App

github.com/sbhatooolaul/Candito-6-Week-Strength-Program

- Developed an iOS application so that you no longer have to use a spreadsheet to view Jonnie Candito's famous 6 week powerlifting program using Swift and SwiftUI