

SHIVAM BHATOOLAUL

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SUMMARY

Functional Designer at the Royal Bank of Canada (RBC) developing solutions for RBC's Customer Relationship Management (CRM) system in Salesforce. Recent Computer Science Graduate from the University of Toronto. Fully Bilingual (French & English)

EDUCATION

University of Toronto

Honours Bachelor of Science (HBSc) in Computer Science with High Distinction

Mississauga, ON

Sep. 2018 – Jun. 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)

Functional Designer

Toronto, ON

Sep. 2023 –

- Augmented the Client 360 platform—a 5 year 250-million-dollar program funded by RBC for their Salesforce Customer Relationship Management (CRM) instance currently used by 30 000 advisors—by refining over 90 business requirements to be development ready
- Developed over 20 enhancements in Salesforce's full stack cloud environment—to uphold velocity when developer capacity was low—using the Apex programming language with Salesforce's multi-tenant database and HTML, CSS, JavaScript, and the Lightning Web Components (LWC) framework in the frontend
- Increased the adoption of our CRM by 20% by designing the tickets to bring RBC Client's Financial Accounts such as Bank Accounts, Credit Cards, and Investment to Salesforce so that advisors no longer had to return to RBC's legacy CRM to view this information
- Automated parts of the refinement process and refactored constants in 78 files in the codebase—which saved days of refinement work and sped up our Salesforce instance—by creating Python scripts to analyze and edit our Salesforce metadata
- Bridged any gaps between business and tech in my team by being the only member to both create tickets on JIRA with product owners and be part of pull requests/ the code review process on GitHub with the developers

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 leveraging the Pandas and NumPy library with a SARIMA (Seasonal Autoregressive Integrated Moving Average) model from the Anaconda-Python distribution, and later Facebook's open source machine learning 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
- 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

SKILLS

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

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

Libraries: Pandas, NumPy, SciPy, Matplotlib, Requests, BeautifulSoup, Selenium, React, Axios, Formik, Yup

Frameworks: Lightning Web Components (LWC) Framework, Flask, SwiftUI

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