Sebastian Tsang

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EDUCATION

University of Guelph — Guelph, ON
Bachelor of Computing in Computer Science, Minor in Business — *Sep 2022 - Present*
- **Deans Honours List:** 3.8 GPA

EXPERIENCE

Interac Corp. — Toronto, ON
IT Operations Intern — *Sep 2024 – Present*
- Spearheaded the Metrics Relevance Assessment Project to address inefficiencies, enhancing the business value of IT Operations reporting
- Automated e-Transfer metrics using ETL principles, extracting Splunk data into SharePoint via Power Automate and creating dynamic Tableau reports, reducing manual work by over 50% and improving efficiency
- Created data visualizations for Debit metrics in Tableau, eliminating 100% of manual effort required to generate reports and enhancing customer success visibility
- Supported the completion of Executive Deliverables for the Bank of Canada, collaborating with the team lead to ensure timely, high-quality submissions
- Resolved Enterprise Incident Management Tickets in ServiceNow, ensuring efficient and effective incident resolution
- Implemented agile methodologies in Jira, enhancing team collaboration and project tracking

Spirit of Math Schools Inc. — Toronto, ON
IT Intern — *May 2024 – Aug 2024*
- Designed and built Microsoft Fabric pipelines for Finance ERP Integration project using the Medallion Architecture to filter, clean, and transfer transactional data from payment platforms to Business Central ERP
- Conducted UAT testing in Business Central, identifying and resolving issues to guarantee system reliability and accuracy
- Implemented data validation and error-checking mechanisms in Fabric to ensure the integrity and accuracy of financial data

IT Intern — *May 2023 – Aug 2023*
- Designed and implemented a centralized file access management system in Microsoft Teams using PHP and Power Automate, enhancing security and access to PDF documents, employing Scrum methodologies, creating custom commands for restricted access, developing RESTful APIs for user role management, and ensuring reliability through thorough testing
- Developed a Power Automate Flow that automatically generates a new appointment and lead in Dynamics 365 when an interview is booked in MS Bookings, achieving an increase in Marketing leads to opportunity conversion by 50%
- Created KPI reports and dashboards for multiple departments (Finance, Operations, Marketing, IT) by querying data and modeling it in Microsoft Power BI, enabling data-driven decision-making

EXTRACURRICULAR ACTIVITIES

President, UofG Toastmasters
- Led a team of executive members to organize weekly meetings, ensuring a supportive environment for members to practice public speaking and leadership
- Conducted monthly executive meetings to set club goals, coordinate events, and track progress
- Mentored new members by providing advice and feedback on speeches, fostering growth in public speaking skills

Sports
- Played AAA basketball in OBL throughout high school
- Avid skier and snowboarder

SKILLS

Analysis: Requirements Analysis, Troubleshooting & Critical Thinking, Reporting & Data Analysis
Tools: Python, SQL, C, C++, Java, Tableau, Office 365, Dynamics 365 CRM, Power BI, Power Automate, Microsoft Fabric, Azure, Business Central ERP, SharePoint, Power Apps, Excel, GitHub, Jira
Certifications: Microsoft Certified: Azure Fundamentals