M SHAAFI JAHANGIR

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EXPERIENCE

Systems Analyst @ Brentwood College School — Mill Bay, BC   May '24 – Dec '24

Managed systems to maintain school duties and implemented solutions to optimize and improve efficiency.

- Developed expertise in **30+ systems** and resolved **400+ technical tickets**/requests independently.
- Wrote **Python/Bash scripts** to pull data for analytics, automate hours of data sync and/or daily backups.
- Built an **in-house AI chatbot infrastructure** to resolve 80% of queries, **reducing response time by 95%**.
- **Independently managed IT infrastructure** for **6 days**, supporting staff and students with technical issues.

Technologies: Azure AD, SQL Server Management Studio, Google Admin, Google Ads, Cisco Meraki, OKTA

Full-Stack Developer @ Butter — Victoria, BC   May '23 – May '24

Designed and developed the butter app for a refund management system in restaurants.

- Built UI using **Svelte**, **TypeScript**, and **JavaScript**, enhancing user engagement and app performance.
- Integrated **Firebase** for backend storage and **testing real-time data sync** and user authentication.
- Applied **Google Vision AI API** to process barcodes on food products, aiding data analysis in the backend.

Technologies: Svelte, TypeScript, JavaScript, Tailwind CSS, Firebase, Google Vision AI

Technical Systems Analyst @ University of Victoria — Victoria, BC   Jan '23 – Apr '23

Built a full-stack UVic Course Planner to automate student course selection using real-time data and AI advising.

- **Optimized course planning by 80%** using real-time data scraping with Puppeteer and a React interface.
- Enabled **personalized planning** to help align students' academic goals and **reduce course selection stress**.
- Built an **AI chatbot** to **recommend next courses** based on major courses completed & available offerings.

Technologies: Puppeteer, React, Node.js, Playwright, Streamlit, FastAPI, Docker, Git, NLP

IT Consultant @ Rising Sun Trading Ltd. — Bangkok, Thailand   Jan '21 – Jan '23

Building an online presence with a company website, AI-driven lead generation, and marketing campaigns.

- Launched **Rising Sun website**, streamlining customer access to packages and **enabling service bookings**.
- Built an **automated system** to send customers a **customized itinierary in seconds** based on some info.
- Generated ads using **Sora AI** and ran **Meta ads** to generate over **3,000+ clicks** and +132 follows.

Technologies: TypeScript, Vercel, SupaBase, GitHub, Lovable, Bolt, Excel, Adobe Photoshop, Canva

PROJECTS

AI Integrated Job Aggregator (link)   Jan '25

- Developed a job aggregator that scrapes listings from job boards, displays them in a dashboard, and uses AI to generate tailored resumes and cover letters, reducing repetative tasks to focus on interview prep.

Emergency Room System Optimization (link)   Mar '23

- Designed a triage system prototype aligned with BC Injury Regulation, aimed at reducing ER wait times by prioritizing patients based on Injury Severity Score (ISS), medical history, and equity-based factors.

EDUCATION

University of Victoria — BSc Computer Science (specialization in Software Systems)   2020

- Member of VikeSec and VikeLabs, engaging in weekly Hack-the-Box and TryHackMe challenges.

SKILLS

Programming: Python, Java, JavaScript (Node.js, React), HTML/CSS, SQL, Bash, PowerShell, C, C#, C++
Cloud Platforms: AWS (EC2, S3), Microsoft Azure (Entra ID), Google Cloud Platform (GCP)
Systems & Tools: Windows, macOS, Linux, Office 365, Google Workspace, Trello, Jira, Confluence, Slack
Soft Skills: Problem-solver, Attention to detail & quality, Cross-functional collaboration, Effective communicator