SHANTANU S. LATKE

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Education

University of New Brunswick	Fredericton, New Brunswick
Bachelor of Computer Science	09/2019 - 05/2024

- **Related Coursework**: Cryptanalysis, Info Assurance, Algorithm Design, HCI, Data Structures, Computer Architecture

Minor in Business Administration (Focus on Finance)	09/2019 - 05/2024

- **Related Coursework**: Corporate Finance, Business Statistics, Investments, Financial Markets and Institutions

J.D. Irving Ltd	Fredericton, Canada
Technical Analyst	05/2024 - Present

- Designed and implemented an incident-tracking system, providing real-time visibility into support tickets for 50+ users and driving a 60% reduction in mean time to resolution.
- Automated weekly reporting using Microsoft Power Automate, saving 5+ hours of manual effort per week and improving stakeholder visibility.
- Wrote complex SQL queries to diagnose system issues, reducing debugging time by 40%.
- Coordinated alpha testing for two critical applications, documenting over 100 functional and performance test cases.
- Collaborated with cross-functional teams (Dev, Ops, QA) to support seamless deployment of business-critical tooling.

UNB Summer Hotel	Fredericton, Canada
Senior Housekeeping Staff / Senior Staff	05/2023 - 08/2023

- Led a housekeeping team and coordinated logistics for 1000+ guests
- Assisted management in daily operations and guest experience initiatives

GlobalVision	Montreal, Canada
Quality Assurance Intern	05/2022 - 04/2023

- Automated document creation workflows in Python, cutting manual QA steps by 70% and improving document inspection accuracy.
- Developed and executed 50+ test cases using pytest, achieving 98% coverage on key inspection modules.
- Partnered with engineers to streamline QA processes, reducing average cycle time from 5 days to 2 days.

Skills

Programming: MYSQL HTML/CSS Java PHP C Python
Tools: IntelliJ PyCharm VScode Eclipse Git Linux Slack Jira PowerBI Tableau
Soft Skills: Leadership Organization Time Management Communication Customer Service Problem Solving

Projects

Personal Portfolio Website

- I created a dynamic personal portfolio website that showcases various web development and design projects. It is designed to be simple and modern, whilst being a user-friendly platform that highlights my skills, passion, and dedication to innovation.

Web Scraping and Data Analysis Script

- Developed a Python script using BeautifulSoup and Pandas to fetch and aggregate real-time stock prices from Yahoo Finance.
- Implemented deduplication logic and CSV export, enabling automated end-of-day data collection for 20+ tickers.
- Visualized historical trends in Jupyter, supporting custom analysis of price movement and volatility.

Visitor Management System (VMS)

- Created a Visitor Management System in high school. This entailed collecting personal information (Name, phone number, Emirates ID number) through a user interface and entering the information to be stored in a database. The system was generated to streamline the data entry process and efficiently store confidential information.
- Reduced data-entry errors by 50% through form validation and audit-trail logging.

Activities and Leadership

University of New Brunswick	Fredericton, Canada
UNB Orientation Leaders (Red Shirts)	05/2021

- I have worked within groups, leading and guiding new students to ensure a smooth transition to university life.

Gems Wellington Academy	Dubai, United Arab Emirates
Head of Basketball	09/2017 - 04/2019

- Communicating with senior leadership
- Assisting in building a basketball program
- Assisting in coordinating professional basketball coaches and a university partnership.