

# Shon Haskaj

shon.haskaj@gmail.com | (416)-930-6980 | GitHub: <https://github.com/shon-haskaj>

## EDUCATION

### University of Western Ontario, London, Ontario

B.Sc Honours Computer Science & Applied Financial Modelling

Expected Graduation 2027

- **Concentrations:** Machine Learning and Financial Modelling
- **GPA:** 3.9/4.00 | Dean's Honour List

## EXPERIENCE

### Brokerlink Insurance Brokerage

Analytics Consultant

May – June 2025

- Analyzed customer experience survey data (NPS/CSAT) using Qualtrics Text iQ, building advanced topic models to identify recurring pain points and improve customer journey insights via natural language processing.
- Developed and optimized SQL queries within the company's Data Lakehouse (Databricks, SQL Server) to extract, transform, and aggregate policy, claims, and survey datasets to perform ad-hoc tasks day to day.
- Built interactive Power BI dashboards to visualize trends in customer sentiment, policy performance, and retention metrics, enabling executives to track KPIs in real time.
- Prototyped machine learning models (e.g., BERTopic) and transformer embedding models to cluster and summarize open-ended customer feedback at scale via a multi-stage machine learning pipeline.
- Automated recurring reporting processes, reducing manual analysis time by 95% and improving report delivery speed for stakeholders.
- Collaborated with cross-functional teams (distribution, digital, commercial insurance) to align analytics outputs with strategic business goals such as retention and growth.

### Solved Real Estate Group Toronto, Ontario

System and Operations Administrator

June 2023 – May 2025

- Spearheaded a full-scale website redesign, enhancing UI/UX and increasing visitor engagement.
- Implemented system automation processes, reducing manual troubleshooting by 40%.
- Optimized data backup and security protocols, ensuring 99.9% uptime and compliance with industry standards.
- Coordinated cross-functional teams to streamline workflows, improving productivity and project turnaround time.

### InnovARXI Vaughan, Ontario

Naloxalone Kit Technician

May 2024 – June 2024

- Ensured precise assembly of Naloxone kits, maintaining a 100% compliance rate with quality assurance protocols.
- Led inventory management optimizations, reducing errors and improving order fulfillment efficiency by 25%.
- Collaborated with supply chain teams to track shipments, improve logistics, and meet tight deadlines under high-pressure conditions, at the start-up phase of the company.

## PROJECTS (MORE ON GITHUB)

**Paper Trader & Back-tester:** Built in C++, open source, live market data, low latency, always improving/building on it.

**Personal/ Entrepreneurial Website:** AI automation tools powered by Zapier, high SEO, hosted on GitHub.

**Twitter/Instagram Dynamic Web Scraper:** Coordinates Social media platforms with MailChimp email campaigns to view campaign responses/metrics across multiple platforms, built in Python (Selenium).

## SKILLS

**Programming:** Java, Python, JavaScript, HTML/CSS, SQL, Node.js, React.js, MATLAB, C++, C, Swift (iOS), ARM assembly, SQL, XML, Codex CLI, Gemini CLI, ...

**Tools:** Android Studio, IntelliJ, PyCharm, Eclipse, AWS, Jupyter Notebook, Google Colab, Git, Bootstrap, Spring Boot, Agile, Google Cloud, VSCode, Vim, Emacs, Terminal, WSL 2, Qt Creator, PowerBi, Excel, ...