Thomas Lee

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SKILLS

Programming Languages: Python
Tools: Aspen Plus, AutoCAD, Jira Service Desk, Confluence

EXPERIENCE

Alstom (Formerly Bombardier Transportation) Jan. 2022 - Apr. 2022
Project Management Intern - Operations and Maintenance Toronto, ON

- Composed and revised **10+** Standard Operating Procedures through researching business processes and technical writing to improve maintenance schedules
- Analyzed and identified **20+** safety hazards on the ECLRT and implemented risk mitigation plans in Microsoft Excel
- Collaborated with Vehicle Technicians to create process flow diagrams, simplifying maintenance routines of Light Rail Vehicles through visualizing complex maintenance processes
- Recorded and compiled bi-weekly meeting minutes in Microsoft Word to maintain schedules of key deliverables and deadlines and to improve organizational references

University of Waterloo - Information Systems and Technology Sept. 2020 – Dec. 2020
Service Desk Specialist Waterloo, ON

- Attentively listened to client concerns and effectively explained technical terms and processes to non-technical individuals, resulting in **4.9/5 star ratings** across the entire Service Desk
- Advised over **25** members within the University of Waterloo per day, collaborating with faculty members, students and retiree's with regards to any technology issues
- Created and revised technical help articles using Confluence for common issues within various software and hardware, resulting in increased client satisfaction and decreased Jira Service Desk tickets
- Lead stand-up meetings to solve escalated client tickets in Jira Service Desk and to advise of any service impacts

PROJECTS

Arduino Temperature Sensor Jan. 2021 – Apr. 2021

- Created a thermistor using circuitry, RTD, and Arduino Uno R3 to measure the freezing point of a saline solution
- Produced Python code to compute temperature readings from the sensor via Ohm's Law and thermal resistivity equations, allowing real-time data to be collected and graphed
- Determined the cryoscopic constant through analysis of the data obtained from Python using Microsoft Excel
- Drafted professional technical reports, documented results while following IEEE referencing and research documentation

Cold Process Soap Symposium Sept. 2019 – Nov. 2019

- Collaborated in a group of three individuals to research and create hand soap via the cold process
- Developed problem-solving skills through creation of hand soap that is desirable for the skin, cost-effective, and environmentally friendly
- Lead team management using tools such as Gantt charts and regular occurring meeting times to keep on schedule
- Created soap packaging and branding to showcase to members of the University of Waterloo at an end-of-term celebration

EDUCATION

University of Waterloo Sept. 2019 – Present
Candidate for Bachelor of Applied Science, Honours Chemical Engineering Waterloo, ON

- **Relevant Coursework**: Chemistry for Engineers, Chemical Engineering Concepts, Linear Algebra, Calculus