Tony Shen

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Skills

SOFTWARE

C++ | C | Java | Python | Git | Eclipse | HTML | CSS | UNIX
Project Management | Agile | SDLC | PC Hardware | Circuitry
Windows 7-10 | Microsoft Office Suite | Blue Prism RPA

Summary of Qualifications

TEAMWORK | COMMUNICATION
- Project manager, led various IT/Business teams
- Customer service job, working in large team of ~15
- Playing in music groups, section leader/principal

TIME MANAGEMENT | ORGANIZATION
- Maintained project timelines, documented process
- Balancing extracurriculars, job, school, volunteering
- Wide involvement, cello, badminton, work, OPHB

INDEPENDENT WORK | SELF-DRIVEN
- Self-taught C++, Java, using online research/resources
- Very quick learner, learn by building on similar concepts
- Excellent academics, honour roll, strong work ethic

Projects

DATA STRUCTURES (C++)
- Implemented double-ended queue, linked list, hash table, quadtree, minimum spanning tree, undirected graph

OPERATIONAL DATABASE (C++)
- Input from user and .csv file, output to file, user friendly, functions for sorting, finding statistics, done to learn C++

PERSONAL WEBSITE (HTML, CSS)
- Simple website w/ portfolio, taught self web design

Experience

ONLINE LEARNING ASSISTANT
UNIVERSITY OF WATERLOO   MAY 2020 – AUG 2020
- Facilitated online course delivery for ECE courses
- Made weekly quizzes, responded to student inquiries

ACCESS/MONITORING & SUPPORT ANALYST
TD BANK   SEP 2019 – DEC 2019
- Innovative Automation (IA), used Blue Prism (RPA) to manage digital workers automating business processes
- Learned about business implications of automation from lines of businesses (Credit Cards, Insurance, Wealth)
- Created and maintained schedules for processes to run during specific hours/days based on business need
- Worked with developers and testers to investigate issues impacting digital workers in the production environment
- Established password reset processes for digital workers for security purposes, kept log of all resets
- Performed root cause analysis to lower the number of resets required by 19% in a month
- Managed project documentation: Gantt charts, project status dashboards, digital worker status lookup tables
- Communicated through SharePoint, JIRA, Office, Teams

INFORMATION SECURITY ANALYST
HOME TRUST COMPANY   JAN 2019 – APR 2019
- Project lead for Crowdsourced AI project, coordinated legal, compliance, ERM, InfoSec, BI, and data warehouse teams as project manager
- Project documentation: SOW, risk assessment, etc.
- Performed monthly role owner attestations
- Increased company-wide employee cybersecurity awareness by 24% over first month
- Created monthly security summary with KPIs from IBM QRadar SIEM for executives: trends, outliers, conclusions
- Compiled security advisory/update report daily
- Excel data analysis (vlookup, pivot tables, etc.) to remediate/organize poor data
- Managed employee access through ServiceNow

TEAM MEMBER
TIM HORTONS   AUG 2017 – AUG 2018
- Interacted with customers as both a cashier and drive-thru operator, built communication skills
- Worked alongside a team of ~15 preparing food, drinks, and maintain cleanliness, good teamwork
- Kept drive-thru timer under company standard 20 seconds during morning rush hour each week

Education

UNIVERSITY OF WATERLOO   SEP 2018 – PRESENT
- Candidate for Bachelor of Applied Science 2023 - Electrical and Computer Engineering - Term 2B
- Probability and Statistics 1, Signals and Systems, Discrete Mathematics and Logic 2, Embedded Microprocessor Systems, Systems Programming and Concurrency

MARKHAM DISTRICT HS   SEP 2014 – JUN 2018
- Advanced Placement, Gifted Program, Honour Roll

Extracurriculars

WATLOCK DESIGN TEAM   OCT 2018 – APR 2019
- Business/Finances team, wrote funding proposals for UWaterloo faculties, company sponsors
- Helped with department funding pitches

ON. PROVINCIAL HONOUR BAND   OCT 2017 – NOV 2017
- Principal Bass Clarinet, rehearsed + performed w/ ~100 musicians over one week, under conductor

MDHS MUSIC PROGRAM   SEP 2014 – JUN 2018
- Spent 5+ hrs/week rehearsing: Wind Symphony (section leader), Jazz Band, Clarinet Quartet
- Taught music, set up rehearsals, organized section

Awards

COLLEGE BOARD AP EXAMS   MAY 2017 – MAY 2018
- Achieved Level 4: AP Physics 1, AP Calculus AB

UWATERLOO MATH CONTESTS   DEC 2016 – APR 2018
- Placed top 25% of contestants: Euclid, Galois, Cayley, and Canadian Intermediate Math Contests