

# TRUSHA SHAH

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## EDUCATION

### Dalhousie University

Bachelor of Computer Science

Nova Scotia

Jan. 2020 – Dec 2023

## WORK EXPERIENCE

### Information Technology and Services Analyst

Dalhousie University

Jan 2021 – Present

Halifax, NS

- Provided technical support in a positive and timely manner to customers/patrons for IT services offered by Dalhousie University while working in a team.
- Provided technical assistance via telephone, email, and in-person for Windows, Mac and Linux systems used by faculty, staff, student and members of the public, ensuring a customer-oriented service model.
- Provided technical support for customers/patrons using the Brightspace Learning Management System.
- Proficiently managed incidents and service requests within the Footprints ticket system, ensuring prompt resolution. Maintained effective communication with team members throughout the process.
- Delivered exceptional customer service by guiding users through the setup of two-factor authentication and executing account resets post-verification, prioritizing and maintaining security protocols.

### Junior Business and Data Analyst

NorthBay Solutions

May 2023 – Aug 2023

Halifax, NS

- Gained expertise and Cloud practitioner certification in Cloud technologies and services, focusing on AWS.
- Wrote, debugged, and optimized code for various software applications.
- Demonstrated strong problem-solving skills, troubleshooting software issues as they arose.
- Demonstrated proficiency in programming libraries and scripting languages like Python Beautiful Soup, SQL to perform query optimization and scraped data management.
- Developed data lake on AWS platform using various AWS services such as Athena, Lambda, Snowflake, S3 bucket, CloudWatch/Monitoring etc.
- Performed web scraping using python, and stored scraped data on AWS Relational Database.
- Developed full stack web applications in an Agile environment using C#.NET (RESTAPIs), React JS, Bootstrap, flask.

### Data Analyst

University of Waterloo

Sep 2022 – Dec 2022

Waterloo, ON

- Learned the research methodology to implement record and replay in android automated testing.
- Participated in weekly meetings with an advisor to discuss research ideas and project status.
- Worked with a supervisor and a team of graduate students to address the research questions, which involved developing systems, creating algorithms, solving mathematical problems and designing experiments.
- Worked on publications to disseminate research findings to relevant academic conferences.

### Business and Technical Analyst

CGI

Jan 2022 – April 2022

Halifax, NS

- Worked in an agile development environment to provide services in CGI client teams.
- Worked with Oracle SQL and Power BI to perform data extracts and data analysis to retrieve defects in database and resolve them.
- Created tickets for unresolved issues and assigned them to the concerned team.
- Provided weekly updates on work deliverable and regularly updated policy documentation and workflow which helped improve effectiveness of information delivery and operational efficiencies.
- Performed and wrote component integration tests on client datasets which ensured that individual units of code interact together according to specifications.

## PROJECTS

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- Airport Security Simulator – Console based:** | *Java, IntelliJ IDEA* July 2022
- \* Designed a console-based airport security simulator where each simulation consisted of several rounds with zero or more passengers each carrying zero or more bags.
- JuniorDevForge – a webapplication** | *Next.js, React.js, NoSQL DB (MongoDB, Next-auth), — Project link* Sept 2023
- \* Led a team of 7 students to develop a webapplication called “JuniorDevForge”, an application that offers a comprehensive solution to the pressing challenges faced by junior developers seeking to kickstart their careers in the tech industry.
- Ticket to ride – Software Testing of Board Game:** | *Junit, Java, IntelliJ, Git, GitLab* Sept 2022
- \* Performed software testing of a virtual console-based board-game Ticket to Ride.
- Tic-Tac-Toe - board game** | *HTML CSS, JS, Git, Github | Project link* June 2021
- \* Created a virtual web based tic tac toe board game
- Local-Grocery-Store-Website – Online store website** | *HTML, CSS, JS, Git, Netlify, GitHub— Project link* June 2021
- \* Created a online grocery store website with the functionalities of adding items to the cart, accessing the contact form and and focused on UI design issues

## SKILLS

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- Languages and Technologies:** Python (e.g. NumPy, Pandas, flask, BeautifulSoup), SQL, NoSQL (e.g. MongoDB), Java, C#.NET, Javascript (e.g. Reactjs, Next.js, JSON), RESTAPIs, AWS, Power BI
- Programming Concepts:** ETL, preprocessing, Agile, Docker,
- Developer Tools:** Git, VS Code, Eclipse, Google Colab, Android Studio, Jupyter Notebook, Postman, ReadyAPI, CI/CD
- Non-Technical Skills:** Team player, Willingness to learn, Desire to contribute, Initiative, Quick learner, Attention to detail, UI/UX

## CERTIFICATIONS

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- Amazon Certified: Amazon Cloud Practioner  
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