Vanshita Uthra

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EDUCATION

Queen's University   Kingston, Ontario
- *Bachelor of Computing (Honours) with Distinction*   September 2020 - April 2024
  - Specialization in Computer Science, focus in Artificial Intelligence
- *Smith Certificate in Business*   September 2022 - August 2024
  - Relevant Courses: Financial & Managerial Accounting | Intro to Finance | Organizational Behaviour | Marketing

WORK EXPERIENCE

Bell Canada   Mississauga, Ontario
Automation Improvement Team Business Analyst   September 2024 - November 2024
- Optimized workflow efficiency by integrating an AI Speech-to-Text model into AIT, conducting in-depth data analysis and collaborating with project managers to refine trigger implementation, reducing manual review time and streamlining decision-making for leadership
- Leveraged people analytics on large-scale call center datasets to identify behavioural patterns and optimize coaching strategies, increasing operational efficiency by 10%
- Delivered data-driven insights to senior leadership, driving strategic decision-making and process improvements

Bell Canada   Mississauga, Ontario
AI/Data Engineering Intern - Technical Product Management   May 2023 - August 2023
- Developed ML/NLP-driven solutions with the Speech-to-Text Sales team, leveraging the Effective Pitch Model and applying SQL, Python and business intelligence techniques to analyze pitch effectiveness data and implement coaching strategies that improved agent efficiency by 15% and streamlined customer interactions
- Proposed ML-driven billing enhancements in a Case Competition to reduce agent-customer volume and operational costs by implementing a self-learning ML model based on data and user feedback, securing 1st place

Cloud SynApps Inc.   Mississauga, Ontario
Intern - Developer   May 2022 - August 2022
- Designed and deployed Salesforce automation workflows using Apex, improving incident reporting and resolution speed through automated work order generation and dispatch
- Presented technical demos to clients, translating product capabilities into measurable business value and ensuring stakeholder alignment

PROJECTS

Capstone Project   January 2024 - April 2024
Research Ready Smart Watch App | Grade: A+
- Developed a WearOS application in Kotlin and Java to record, store, and visualize real-time sensor data, improving the accessibility and usability of raw sensor information for data analysis and future research
- Built a Flask web server using HTML, CSS, and JavaScript to enable seamless user interaction, allowing input to be sent directly to the smartwatch and recorded data to be stored in ElasticSearch for efficient retrieval
- Conducted iterative development with stakeholder feedback, applying agile principles to enhance user experience and system performance

Term Project   September 2022 - December 2022
Q-BnB - Vacation Booking Platform | Grade: A+
- Developed a dynamic website similar to Airbnb using Python, SQLAlchemy, HTML and CSS, enabling users to securely log in, book, create and update listings for places where they can stay
- The backend component focused on the functionality of components such as password creation, while the frontend handled user input and listing management
- User data was stored in a database for repeated logins, and listings were dynamically displayed, allowing users to view, create and manage available stay options, and developed test cases to validate functionality and ensure system reliability

CERTIFICATIONS

IBM Data Fundamentals - IBM SkillsBuild   July 2025

SKILLS

Technical: Python, Java, Linux Bash Shell, JavaScript, HTML, CSS, Kotlin, SQL, SQLAlchemy, Apex, GitHub, Excel, PowerPoint
Languages: English (Fluent), Hindi (Fluent), French (Elementary Proficiency)