

Yuval Smith

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yuv1.com

647-963-3483

EDUCATION

B.Sc., Computer Science

Wilfrid Laurier University - *Waterloo, ON*

September 2025

- Faculty of Science Dean's Honour Roll 2021-2022.
- Minor in Economics
- Co-op Program

WORK EXPERIENCE

Support Centre Specialist

Optimal Networks - *Washington, DC*

February 2022 – September 2023

- Efficiently resolved over 2,000 IT support tickets, using Salesforce to ensure swift and accurate tracking and resolution.
- Enhanced IT operational effectiveness by meticulously documenting and refining support procedures for numerous clients within the Support Centre.
- Streamlined the accessibility of IT procedural resources by categorizing and compiling tailored guides for each client, significantly improving support-centre utility.

Tech Lead, Audio Production

Camp Ramah in Canada - *Utterson, ON*

June 2021 – August 2022

- Created bespoke audio compositions utilizing Ableton Live for a range of events, elevating experiences from camper plays to dances with over 500 attendants.
- Efficiently managed and delivered an inventory of audiovisual equipment, including speakers, microphones, and projectors, while adeptly troubleshooting technical issues in challenging conditions.

Website Builder

SchoolBundle - *Kitchener, ON*

October – November 2021

- Overhauled 80+ Surrey, B.C. school websites, updating and modernizing outdated versions, which improved visual appeal and user experience.
- Managed the creation and curation of comprehensive content databases, optimizing information management and user interaction across the educational network.

PROJECTS

AI Services Platform

- Developed a responsive, modern web interface using **Next.js** and **Tailwind CSS**, fully typed in **TypeScript** to enhance code reliability and maintainability across the AI application.
- Utilized the OpenAI API for advanced natural language processing capabilities, with user authentication to ensure secure access.

Personal Portfolio

- Revamped personal website with **JavaScript**, **React**, and **Tailwind CSS**; integrated open-source **Node.js** plugins to enhance functionality.
- Applied best practices in version control using **Git**, showcasing a strong commitment to efficient front-end development and workflow efficiency.

Web Piano

- Engineered an interactive Web Piano application with a user-friendly interface resembling Ableton's layout, utilizing **JavaScript**, **React**, and **Tone.js** to create a seamless, responsive musical experience.
- Demonstrated proficiency in **UX** design, delivering a creative audio solution that enables users to play music directly within their web browsers.

SKILLS

- **Languages:** JavaScript/HTML/CSS, Python, Java, C, SQL
- **Frameworks:** React, Node.js, Next.js
- **Tools:** Salesforce, Azure, M365, Active Directory, Office, Ableton

EXTRACURRICULARS

Team Captain

Golden Hawks Varsity CS:GO

2021 - Present

- Implemented advanced communication strategies, fostering enhanced team synergy and operational efficiency that culminated in an exceptional top 4 international placement during the Fall 2022 season.
- Made strategic decisions and solved real-time problems in high-pressure competitive scenarios.