

SHUBHAM PATEL

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PROFESSIONAL SUMMARY

Computer Science student graduating in August 2026 with hands-on experience across software development, AI/ML, data engineering, and enterprise IT support. Built backend services, machine-learning workflows, ETL pipelines, and enterprise support processes. Returning to TMX Group in September 2026 after completing a prior IT Support internship.

TECHNICAL SKILLS

Programming & Full-Stack: Python, Java, C#, JavaScript, TypeScript, Go, SQL, React, Node.js, Django, Flask, FastAPI, ASP.NET Core, REST APIs, WebSockets, GraphQL

AI, ML & Generative AI: TensorFlow, PyTorch, scikit-learn, XGBoost, OpenCV, CNNs, NLP, Transformers, RAG, LangChain, Hugging Face, Ollama, prompt engineering, vector databases

Data Engineering & Analytics: Pandas, NumPy, R, PySpark, Spark, Airflow, Databricks, Delta Lake, Snowflake, BigQuery, Power BI, Tableau, Excel, Power Query, DAX, Matplotlib

Cloud, DevOps & Databases: AWS, Azure, GCP, Docker, Kubernetes, GitHub Actions, Jenkins, CI/CD, Linux, PostgreSQL, MySQL, MSSQL, MongoDB, Redis, Cassandra, Kafka

Enterprise IT, Networking & QA: Active Directory, Microsoft Entra ID, Okta, ServiceNow, Ivanti, PowerShell, Windows 10/11, Windows Server, LAN/WAN, DNS/DHCP, VPN, Selenium, PyTest, Postman, JMeter

PROFESSIONAL EXPERIENCE

TMX Group | *IT Support Intern*

Sep 2025 - Dec 2025 |
Returning Sep 2026

- Deployed 150+ Windows 11-ready laptops and desktops, handling imaging, configuration, setup, and user handoff.
- Resolved 50-60 weekly Tech Bar and floor-support issues across hardware, applications, network access, and logins; documented symptoms, troubleshooting, and resolutions in ServiceNow and Ivanti.
- Updated Active Directory groups and maintained 300+ asset records with serial numbers, assigned users, device status, and ownership details; cleaner notes reduced repeat follow-ups by 15%.
- Coordinated with internal teams while supporting employees at the Tech Bar and directly on office floors.

Digipple Digital Solutions | *AI Developer Intern*

May 2025 - Aug 2025

- Built four TensorFlow/scikit-learn models using 5,000+ daily records, improving prediction accuracy by up to 23%.
- Built an OpenCV/PyTorch defect-detection model that reached 91% accuracy and saved three hours of daily inspection.
- Built a BERT text-mining pipeline for 800+ weekly reviews, improving consumer-sentiment insight accuracy by 23%.
- Supported Docker and GitHub Actions workflows across six active ML projects, reducing repeated training and deployment effort.

Digipple Digital Solutions | *Junior Software Developer*

Sep 2024 - Apr 2025

- Built Python/Django backend modules for lead capture, content updates, and validation workflows handling 500+ daily requests.
- Integrated Stripe and Twilio APIs, reducing payment follow-ups and customer-communication delays by 30%.
- Maintained Selenium automation across eight web modules, catching 40+ bugs and reducing debugging time by 15%.
- Coordinated fixes and release priorities with 15+ stakeholders across client and internal teams.

Digipple Digital Solutions | *Data Engineer Intern*

May 2024 - Aug 2024

- Wrote Python/SQL ETL scripts that reduced manual reporting preparation by 25% and recurring spreadsheet cleanup by 30%.
- Designed PostgreSQL/MySQL reporting tables and validation checks, reducing duplicate records by 20% and improving reporting accuracy by 20%.
- Created SQL summaries for 10+ datasets and documented transformation rules for 15+ reporting tables.

Digipple Digital Solutions | *Software Developer Intern*

May 2023 - Aug 2023

- Built JavaScript/Python features for client websites, improving interactions and reducing post-release support issues by 15%.
- Fixed frontend and backend defects during testing, improving release stability across five client web modules.
- Used Git/GitHub for code updates and reviews, reducing merge conflicts by 20% during team releases.

Reliance Home Comfort | *Customer Service Representative*

Jan 2023 - May 2025

- Handled 50+ daily customer interactions across billing, appointments, account updates, and service-related concerns.
- Updated 1,000+ Microsoft CRM records with accurate account notes, issue details, and follow-up actions.
- Escalated unresolved cases to internal teams with clear summaries and the required customer details.

SELECTED PROJECTS

Zonalyze | *React, FastAPI, PostgreSQL, Docker*

- Developed an eight-month capstone platform for small-business location feasibility using maps, local-market context, and configurable assumptions.
- Built the customer and revenue module to estimate demand, expected customers, monthly revenue, risk, and opportunity notes for a selected area.

AegisGrid | *Python, React, TypeScript, scikit-learn*

- Built a synthetic drone-swarm simulation that groups nearby threats with DBSCAN and prioritizes them through risk scoring.
- Combined clustering, allocation context, and an optional explanation layer in a web interface during the ConHacks hackathon.

Stock Market Project | *Python, Flask, MongoDB*

- Developed a backend microservice prototype for market data, analysis, and user services.
- Designed service boundaries and a portfolio monitoring concept to show how the backend components could be presented together.

Sign Language Recognition | *Python, OpenCV, TensorFlow*

- Built a static hand-sign recognition experiment using ROI isolation, image preprocessing, mask generation, and classification.
- Documented the input-to-prediction workflow for 24 static ASL letter classes.

EDUCATION

Honours Bachelor of Computer Science | Conestoga College - Waterloo, ON

Expected Aug 2026

Relevant Coursework: Data Engineering & Analysis, Data Structures & Algorithms, AI/ML, Object-Oriented Programming, Databases, Networking, Operating Systems, Software Safety & Reliability

CERTIFICATIONS

- Vector Databases Professional Certificate - Weaviate / LinkedIn Learning
- Master Retrieval-Augmented Generation (RAG) - LinkedIn Learning
- JMeter: Performance and Load Testing - LinkedIn Learning