

Sharjanan Staniculas

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Bilingual (French / English)

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PROFESSIONAL SUMMARY

Software Engineer | Full-Stack (React, Node.js, TypeScript)

Data-focused Software Engineering graduate with experience in analytics, ETL pipelines, and dashboarding (Power BI). Strong background in client-facing roles, digital solutions, and data-driven decision-making. Passionate about leveraging data to improve user experience and business performance.

EDUCATION

Bachelor of Software Engineering - Specialisation in Data Engineering
Concordia University, Montréal, QC

Graduated June 2024

SKILLS

Languages: French & English (*Fully bilingual*), Tamil (*fluent*), German (*spoken*)
Programming Languages: Python, SQL, Java, TypeScript, C++, JavaScript, C#
Cloud Platforms: AWS, Azure, Firebase, Docker
Data & Analytics: Power BI, ETL, KPI tracking, Data Visualisation, CMS
Database Technologies: SQL, NoSQL, PostgreSQL, MongoDB
Libraries & Frameworks: NumPy, Pandas, Scikit-learn, TensorFlow, NLP (SpaCy)
Tools: GitHub, Splunk, Jira, Git, Figma, VBA (Excel automation), Alteryx (in progress)
Software Development: ReactJS, Django, Node.js, Flask, CI/CD
Testing & Debugging: Jest, Cypress, SonarQube, Jasmine
Frameworks & Technologies: .NET Framework, .NET Core, ASP.NET MVC, Entity Framework, LINQ

RELEVANT EXPERIENCE

CUSTOMER SERVICE REPRESENTATIVE,
TD Bank (Montreal, QC)

Sept 2025 –Present

(Java, Microsoft Azure, NLP, Power BI, Internal Banking Systems, Digital Platforms)

- Client Support & Compliance:** Assisted customers with account inquiries, transactions, and service requests while ensuring accuracy, confidentiality, and strict adherence to banking procedures and regulatory standards.
- Digital & System Navigation:** Utilized internal banking platforms to manage customer information, process requests, and resolve account or technical issues efficiently within a regulated financial environment.
- KPI Reporting:** Reviewed and analyzed branch KPI reports to monitor performance metrics and support data-driven decision-making — strengthening familiarity with banking operational reporting frameworks.
- Side Project – NLP Conversational AI:** Independently developing an NLP-driven workflow (Python, SpaCy) to explore intent recognition and automated response systems, applying skills directly relevant to digital banking innovation.

E-COMMERCE TECHNICAL SUPPORT,
ISCENCESOFT, (Montreal, QC)

Sept 2022 – Sept 2025

(Shopify, Liquid, JavaScript, MySQL, Cloud Services, Google Ads, A/B Testing)

- Platform Troubleshooting & Engineering Support:** Diagnosed and resolved complex e-commerce issues across Shopify, Liquid templates, JavaScript, and MySQL, supporting custom integrations, theme customisation, and data consistency across systems.
- Client–Developer Bridge:** Translated business requirements into technical specifications, reproduced bugs, and collaborated with developers to deliver scalable, maintainable solutions aligned with platform best practices.
- Optimisation & Experimentation:** Implemented and analysed A/B tests to improve storefront performance, conversion rates, and marketing effectiveness, using data-driven insights to guide technical and UX improvements.

DATA ANALYTICS,
CANADA POST, (Montreal, QC)

Sept 2023 – April 2024

(Python, Power BI, ETL, Machine Learning)

- Data Pipelines & ETL Automation:** Built automated ETL pipelines in Python processing 2M+ records daily, reducing manual reporting time by 30% and improving KPI reporting accuracy for logistics operations.
- Analytics & Decision Support:** Designed interactive Power BI dashboards that delivered real-time operational insights, enabling stakeholders to monitor performance metrics and make data-driven decisions.
- Applied Machine Learning:** Implemented classification and clustering models to analyse logistics and customer behaviour patterns, supporting forecasting and operational optimisation initiatives.

**REACT APP FULL STACK SOFTWARE ENGINEER,
GEEK SQUAD BEST BUY, (Montreal, QC)**

Sept 2022 – April 2023

(TypeScript, ReactJS, Django, Docker, CI/CD, OAuth, Jest, Cypress, SpaCy, AWS)

- **Full-Stack Platform Engineering:** Architected a containerised microservice-based scheduling platform using Django REST APIs and React, deployed via Docker with CI/CD pipelines, reducing technician scheduling latency by 40%.
- **AI-Driven Automation:** Developed an AI-powered chatbot using NLP techniques (SpaCy) to automate customer support interactions and appointment workflows, improving response accuracy and reducing manual handling.
- **Scalability, Security & Quality:** Deployed and scaled the application on AWS (EC2, S3), implemented secure authentication (OAuth/JWT), and ensured reliability through comprehensive unit and integration testing with Jest and Cypress.

**TEACHING ASSISTANT,
CONCORDIA UNIVERSITY (Montreal, QC)**

Jan 2023 – Jul 2023

(Java, C++)

- **Software Fundamentals & Code Review:** Guided students through core programming concepts in Java and C++, including object-oriented design, debugging, and algorithmic thinking—skills directly applicable to production-level software development.
- **Technical Problem Solving:** Assisted students in diagnosing and fixing logic errors, improving code structure, and writing clean, maintainable programs, mirroring real-world debugging and peer code-review practices.
- **Technical Communication & Collaboration:** Translated complex technical requirements into clear explanations, strengthening cross-functional communication skills essential for working with developers, QA, and non-technical stakeholders.

PROJECTS

Flight Delay Prediction*(Python, Pandas, Numpy, Machine Learning)*

- **Predictive Modelling:** Developed a decision tree and ensemble model using 150K+ historical flight records, improving delay prediction precision to 95% with 5-fold cross-validation; translated findings into operational scheduling recommendations.
- **Data Preprocessing & Feature Engineering:** Processed and cleaned raw data by handling missing values, normalising datasets, and removing outliers using statistical techniques such as the Interquartile Range method.
- **Model Development & Optimisation:** Built a decision tree-based predictive model, fine-tuned hyperparameters, and leveraged ensemble learning techniques to improve model accuracy, achieving a 95% precision score.
- **Evaluation & Reporting:** Generated comprehensive visualisations to analyse delay patterns and presented key insights in a structured report for stakeholders, assisting in strategic decision-making.

Simplified LinkedIn-like app*(JavaScript, ReactJS, Firebase Database, CSS, Docker)*

- **Platform Development:** Developed a social networking platform focused on employment and professional networking, allowing users to post job listings, create profiles, manage recruiter accounts, and engage in discussions.
- **Real-Time Messaging System:** Designed and implemented a secure real-time messaging feature enabling encrypted 1-to-1 communication and file exchange (PDF, DOC, PPT, XLS) using JavaScript for the front end and Firebase for backend storage and database management.
- **Notification Management:** Created a notification system utilising Priority Queues and Hash Maps, ensuring efficient message delivery and prioritising urgent communications.
- **UI Design & Prototyping:** Designed a user-friendly interface and created prototypes in Figma to ensure an intuitive user experience.
- **Documentation & Reporting:** Contributed to detailed project documentation covering technical architecture, platform features, and implementation strategies for stakeholders.

Barber Website*(Javascript, API, Payment SDKs, Square,)*

- **Secure Payment Processing:** Integrated secure payment processing with API and payment SDKs, allowing seamless transactions.
- **Marketing & Revenue Growth:** Developed targeted ad campaigns using Google Ads, increasing site revenue and customer acquisition.
- **Availability Management:** Integrated an availability API to check barber availability in real time, allowing customers to schedule appointments efficiently.
- **Booking System Enhancement:** Designed and implemented a real-time booking system synchronising with barber schedules to avoid double bookings and cancellations.
- **User Experience Optimisation:** Improved the frontend interface with dynamic time slot selection, ensuring a smoother user booking experience.