

Ryan Shafi

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EDUCATION

Toronto Metropolitan University (TMU)

Toronto, ON

Bachelor of Science in Computer Science

Expected Graduation: June 2027

Relevant Coursework: Data Structures & Algorithms, Statistics, C & Unix, Database Systems, Web Systems Development, Operating Systems, Software Engineering, Artificial Intelligence, Machine Learning, Data Science, Computer Networks, Computer Security

EXPERIENCE

System Engineer Co-op

Dec 2025 – Apr 2026

Financial Services Regulatory Authority of Ontario (FSRA)

Toronto, ON

- Facilitated mobile device management migration from legacy **BlackBerry UEM** to **MS Intune**, automating **iOS** and **Android** enrollment and policy distribution using **Active Directory** security groups.
- Contributed to hardware asset management via **Cherwell CMDB** and directed device lifecycle management through **PowerShell** script provisioning, OS imaging, system updates, and cyber-compliance checks.
- Tracked project metrics in **Excel** and resolved M365 technical incidents, while authoring comprehensive knowledge base documentation and user guides to standardize support workflows.

Technical Projects Assistant Co-op

May 2025 – Aug 2025

TMU - First Year Engineering Office (FYEO)

Toronto, ON

- Automated key administrative tasks including calendar creation, file access management, and exam booking by developing scripts in **Google Apps Script**.
- Maintained in-use software and automation scripts, such as the FYEO chatbot, by resolving errors and implementing feature enhancements to improve functionality.
- Assisted with administrative tasks such as student year promotion by analyzing **Google Sheets** data and utilizing TMU's MyServiceHub system.

Quality Assurance Co-op

Sept 2024 – Dec 2024

Unity Health - Project Connect

Toronto, ON

- Contributed to the **EPIC** Healthcare Information System implementation by completing software test scripts for workflows and deploying hardware devices such as printers, scanners, and monitors to workstations.
- Provided end-user client technical support in high-pressure environments like operating rooms and communicated with stakeholders in **MS Teams** project meetings to ensure successful system implementation.
- Ensured operational excellence by troubleshooting software and hardware problems through creating and resolving tickets on **ServiceNow**.

PROJECTS

Customer Segmentation Analysis | Python, Pandas, Numpy, Matplotlib, Scikit-Learn

Nov 2025

- Identified 5 business segments by developing a **K-means** clustering model in **Python** to analyze the annual spending of 440 wholesale clients, providing insights into average cluster expenditure and purchasing behavior.

Helpdesk Database System | Flask, Java, SQL, Excel

Oct 2025

- Engineered a full-stack helpdesk application using a **Flask**-based Frontend and a **Java** Backend, integrating with an **Oracle SQL** database via **SQL Developer** to manage and query complex support ticket data.

Automated Exam Booking Script - FYEO TMU | Google Apps Script (JavaScript), Google Sheets

Jun 2025

- Designed an algorithm to automate exam bookings based on a priority list, by prioritizing booking during lecture times, minimizing congestion, grouping prerequisite courses using trees, and ensuring 1-hour breaks.

TECHNICAL SKILLS

Programming Languages: Python, R, Java, C, Bash, C++, .Net(C#), SQL, JavaScript

Cloud & Infrastructure: MS Intune, Active Directory, Google Cloud Platform (GCP), Azure/M365, BlackBerry UEM

Tools & Systems: Git, PowerShell, Bash, ServiceNow, Cherwell CMDB, PowerBI, Tableau, Wireshark, Crestron/Polycom AV

Operating Systems: Linux, Windows, Android, iOS

Databases: Oracle SQL, MySQL, MS SQL Server, BigQuery