

# JACOB PANTUSO

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[LinkedIn](#) | [GitHub](#) | [Website](#)

## SKILLS

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- **Fundamentals:** Data structures, algorithms and time-complexity analysis, object-oriented design, SDLC (Software Development Life Cycle)
- **Technical Skills:** Python, Java, HTML, CSS, JavaScript, Common Lisp, Swift, C/C++, ReactJS, Vue.js, MongoDB, Docker
- **Soft Skills:** Organized, self-regulated, excellent time-management, strong work ethic, confident

## WORK EXPERIENCE

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### BELL

TORONTO, ON

#### Full Stack AI/ML Developer | Customer Operations

MAY 2024 - PRESENT

- Spearheaded digital advocacy campaigns to enhance brand presence across web and mobile platforms.
- Utilized modern development frameworks and languages to deliver scalable and maintainable code.
- Collaborated with cross-functional teams to integrate new features and functionalities based on user feedback.
- Leveraged AI/ML models to improve support agent training for our loyalty and retention departments.
- Designed and implemented a digital dashboard that analyzes agent performance data to empower managers to make data-driven decisions.

### TORONTO METROPOLITAN STUDENTS' UNION

TORONTO, ON

#### Digital Communications Lead | Software Development

SEPTEMBER 2023 - PRESENT

- Working with members across the union to enhance our digital platform. This mainly includes redesigning our website and branding guidelines.
- Ensuring active and timely communication regarding relevant projects with the student body and relevant stakeholders.

## EDUCATION

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### TORONTO METROPOLITAN UNIVERSITY

Toronto, ON

#### BSc (Hons), Computer Science

Expected Graduation: 2025

- CGPA: 3.93. Awarded Deans List (Y1, Y2, Y3) for obtaining a CGPA higher than 3.67.

## PROJECTS

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### CODEBOOK.DEV | [GITHUB](#)

HTML, CSS, JS, MongoDB

- An extremely versatile and easy-to-use code editor and compiler
- Uses a mix of front-end and back-end frameworks to personalize the experience for each user

### WEATHERREACT | [GITHUB](#)

HTML, CSS, ReactJS

- A data-driven weather webpage built with ReactJS

### FOODIE

Swift, SwiftUI, Firebase

- An iOS app designed to bring food lovers closer together. Review your favourite restaurants and build a personal portfolio all for yourself.

### PINGU | [GITHUB](#)

Python

- Contains moderation, management, user customization, and fun commands.
- Allows staff to eliminate spam, advertising, or NSFW content using chat filters