

Emad Ahmad

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SKILLS

Programming: Python, Java, C, JavaScript, TypeScript, SQL, R, HTML/CSS, Apex, Bash, Pandas, Numpy, TensorFlow

Technologies: Salesforce, Node.js, React.js, Cypress.js, Selenium, Docker, AWS, CI/CD, Google Cloud Platform (GCP), Docker

Frameworks and Tools: GIT, SQL, Jira, BigQuery, Confluence, Agile, FastAPI, JSON, Jira, GitLab. Django, MongoDB, FastAPI

Certifications: Salesforce Administrator, Platform Developer, AI Associate, OmniStudio Developer

EXPERIENCE

Bell Canada

Toronto, Ontario

Software Developer - Data Science & AI/ML

Aug 2025 - Present

Languages and Tools Utilized: Python, SQL, BigQuery, Pandas, Gemini API, Google Cloud Platform (GCP), Vertex AI

- Engineered a virtual interactive **voice agent** using **Google's in-house CX Agent Studio (Dialogflow CX)**, designing intents, flows, and fulfillment logic to **automate L1 customer-service workflows** and **reduce average handle time by 30%**.
- **Developed data pipelines in GCP (BigQuery, SQL, Pandas)** to analyze **dynamic pricing** and **revenue assurance data**, identifying discount leakages worth **\$1 300 000** and informing strategies for customer upgrades.

Cloud SynApps.inc

Toronto, Ontario

Software Developer - Salesforce & CRM

Apr 2024 - Aug 2025

Languages and Tools Utilized: Salesforce, Apex, Java, Javascript, Lightning Web Components, SQL, GIT, Python, AWS, Jira

- Developed and deployed custom **Salesforce** solutions utilizing Lightning Web Components, **Apex classes**, and **SOQL** for Natural Resources of Canada, implementing AI-powered **Agentforce** integrations to enhance user experience and automate workflows
- Lead ongoing development of enterprise CRM applications for government clients, focusing on secure data migration, case management automation, and **AI-assisted** service tools, resulting in **40% reduction in processing time**

Environment Canada

Toronto, Ontario

Software Developer

May 2022 - Aug 2023

Languages and Tools Utilized: Python, Linux, HTML, CSS, Bash, React.js, Node.js, Cypress.js, SQL, PSQL, GIT, Gitlab

- Engineered real-time meteorological **ETL data processing** systems using **Python, Linux**, and **PSQL** for the World Ozone and Ultraviolet Data Centre (WOUDC)
- Enhanced data submission portals with **React.js** and **Node.js**, implementing automated **E2E testing (Cypress.js)**, improving navigation and streamlining data submission by **+30%**

PROJECTS - Used **agile** frameworks like **scrum** to experience work environment situation

Pokémon Battle Simulator | [GitHub](#)

- Developed full-stack battle simulator using **React, TypeScript**, and **FastAPI** with responsive UI, animations, and RESTful API backend
- Implemented **object-oriented design** with TypeScript interfaces and Python classes for Pokemon objects, battle logic

Machine Learning ChatBot - Team Lead

- Created an intelligent chatbot leveraging **Neural Networks, Python, PyTorch**, and Meta AI's **LLaMa 2** framework
- Analyzed performance metrics against leading **LLMs**, demonstrating fine-tuning capability for improved accuracy

NBA Injury Stat Predictor | [GitHub](#)

- Engineered predictive model using **linear regression** with **scikit-learn** to forecast NBA player performance based on injury status, position, and physical attributes

Spotify Playlist Generator -Lead

- Built Python application integrating **YouTube API, Spotify API**, and **Speech Recognition** to extract song names and generate personalized playlists based on voice analysis

EDUCATION

University of Toronto

Toronto, Ontario

B.S. in Computer Science & Statistics

Graduation, Dec 2023

- **Related Coursework:** Data Structures & Algorithms, Objects & Design, Data Science in Sports, Statistics, Computer Organization & Programming, Machine Learning, Artificial Intelligence, Object-Oriented Programming
- **Concentrations:** Teaching Assistant (1st - 3rd year Math and Computer Science courses)
- **Concentrations:** Research Assistant (AI algorithms for analyzing successful learning patterns)
- **Concentrations:** Varsity Basketball Analytics Team Lead & Game Staff