

Nathan Gomes

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Computer Science graduate with strong Python, pandas, and SQL skills for data analysis, backed by hands-on MATLAB experience developed through Calculus, Machine Learning, Data Structures, and Data Visualization coursework. Comfortable applying mathematical and statistical thinking to real problems, with software engineering best practices including testing, documentation, and peer code review. Detail-oriented and a fast learner, eager to grow within a quantitative, research-driven environment.

Core Competencies: *Python & Pandas | MATLAB | SQL Query Development | Mathematical & Statistical Analysis | Software Engineering Best Practices | Data Visualization*

PROFESSIONAL EXPERIENCE

HCLTech, Mississauga, Data Analytics & Cloud Apprenticeship	<i>May 2024 - September 2024</i>
- Worked directly within a client relationship on the AbbVie account, designing and implementing data solutions in accordance with client security and quality standards - Used Excel and Power BI to organize data, examine trends, and present findings through clear reports and visualizations - Applied Python and PowerShell to support data preparation, automate routine technical tasks, and strengthen analytical workflows - Investigated inconsistencies in client data by comparing information across available sources and tracing potential causes before reporting findings - Communicated findings and technical concepts clearly to team members while documenting processes, observations, and potential resolutions - Completed extensive self-directed training in SQL, Python, PowerShell, AWS, Azure, DevOps, data analytics, and cloud technologies, applying newly developed knowledge through hands-on exercises and internal assignments	
Wilfrid Laurier University, Coursework — Quantitative & Analytical Foundation	<i>2022 - 2026</i>
- Applied MATLAB extensively across Calculus, Machine Learning, Data Structures, and Data Visualization coursework, using it to model mathematical functions, implement algorithms, and visualize data-driven results - Built and analyzed machine learning models using MATLAB and Python, applying statistical reasoning to evaluate model performance and interpret results - Practiced translating mathematical and statistical concepts into working code, bridging theoretical coursework with practical, testable implementations	
Project NANDA, MIT, Remote, Volunteer Project Developer	<i>May 2026 - Present</i>
- Researched how agentic AI systems integrate with external tools and APIs, applying analytical rigor to evaluate model behavior and outcomes - Communicated technical findings clearly to a distributed, multidisciplinary team spanning multiple time zones and backgrounds	
IT Service Ops & SLA Analytics Platform, Personal Project	<i>Python, SQL, MySQL, Power BI, Excel</i>
- Built an end-to-end service operations analytics platform using Python, SQL, MySQL, and Power BI to monitor ticket volume, backlog, resolution time, and SLA compliance - Designed a relational data model and reusable SQL views to analyze performance by priority, issue category, department, and reporting period - Analyzed 50,000 simulated service tickets and identified two issue categories responsible for 61% of SLA breaches, translating the finding into staffing and escalation recommendations	

ADDITIONAL EXPERIENCE

LCBO, Mississauga, Customer Support Representative	<i>May 2023 - September 2023</i>
Operated within a regulated, high-volume environment requiring strict adherence to policy and procedure	
HomeSense, Mississauga, Store Associate	<i>May 2023 - September 2023</i>
Adapted quickly to shifting priorities in a fast-paced environment	

EDUCATION

Wilfrid Laurier University, Waterloo, BSc Computer Science	<i>September 2022 - July 2026</i>
GPA: 3.5/4.0	
Faculty of Science Student's Association, Club Member	
Relevant Coursework: Calculus I, Machine Learning, Data Structures I & II, Data Visualization, Algorithm Design & Analysis	

SKILLS

Quantitative & Programming: Python, Pandas, MATLAB, SQL, VBA, Data Structures & Algorithms
Data & Visualization: Power BI, Tableau, Excel, MySQL, PostgreSQL, Data Analysis
Software Engineering: Testing, Documentation, Peer Code Review, Agile Methodology, Git, SDLC
Cloud & AI: AWS, Azure, Agentic AI, GenAI

CERTIFICATIONS & LANGUAGES

Certifications: AWS & DevOps, HCLTech; AWS Agentic AI Languages: English, French
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