

Rohan Singh

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EDUCATION

University of Toronto

Honours Bachelor of Science

Mississauga, ON

Expected June 2026

- **Programs:** Psychology, Computer Science, Logic
- **Certificates:** Certificate in Computational Linguistics
- **Relevant Coursework:** Introduction to Computer Programming/Science (Python), Software Design (Java), Computer Organization (Assembly/MIPS), Data Visualization (HTML/JS/CSS/D3.js), Linguistics and Computation (HuggingFace/ML/Python), Environmental Remote Sensing (ArcGIS/ERDAS)

EMPLOYMENT EXPERIENCE

TELUS Retail Ltd.

Product Care Specialist

Aurora, ON

May 2025 – July 2025

- Pitched and sold a full suite of TELUS services, processing a high volume of sales and upgrades for up to twenty personal and business customers daily.
- Leveraged CRM software to manage the client lifecycle, from conducting outreach and generated leads to providing ongoing support for existing clients.
- Provided device-level technical support while also managing high-value orders for business clients to ensure accurate and timely fulfillment.

Staples Canada Inc.

Wireless Consultant

Mississauga, ON

Mar 2025 – June 2025

- Delivered premium customer service utilizing Bell OneView platform to process personal and business service activations, upgrades, and sales.
- Cultivated strong customer relationships by leveraging CRM to manage leads, address inquiries, and provided ongoing support to existing clients.
- Generated and presented service quotes, processing a high volume of sales transactions for ~30 customers daily.
- Efficiently managed high-value orders for business/commercial and ensuring efficient sales processing.

Apple Inc.

Product Specialist

Toronto, ON

Aug 2024 – Feb 2025

- Delivered exceptional customer service, achieving a 91+ Net Promoter Score while serving ~55+ customers daily.
- Proficiently processed a high volume of carrier activations and business transactions with accuracy and efficiency.
- Cultivated strong customer relationships to drive sales and foster loyalty, through processing various transactions and offering complete solutions.
- Effectively utilized product knowledge and Apple systems to maximize sales and provide technical support.

SKILLS & PROJECTS

Technical Skills: Python, MySQL, JavaScript HTML/CSS, Java, Git, Kotlin, C, C++, D3, Next.js, TypeScript, React, Linux

Projects:

- **[Python / FLAUBert] French Language Classification through Fine-Tuning:** Fine-tuned a FLAUBERT transformer (NLP / machine learning) in Python using Hugging Face, engineering custom congruent and incongruent test sets and evaluating model perplexity across four French language registers.
- **[HTML / JS / CSS / D3] Data Visualization:** Collaborated with a team to process global datasets and present them as an interactive, web-based visualization built with D3.js.
- **[Java] Game Central:** Developed a JavaFX app using multiple REST APIs video game discovery, library management, and social networking.
- **[MIPS Assembly] Tetris:** Built a playable version of Tetris in MIPS Assembly, managing memory and I/O to handle game logic, user input, and rendering.