

Arshdeep Singh Sahota

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PROFESSIONAL SUMMARY

Computer Science graduate from the University of Manitoba with a passion for web development and open-source software. Shipped a music discovery feature to a production open-source codebase during Google Summer of Code 2023, with hands-on experience building full-stack applications using React, TypeScript, NestJS, and MySQL. Strong foundations in software engineering, algorithms, and system design.

WORK EXPERIENCE

Open Source Developer | *Google Summer of Code '23 – MetaBrainz, Remote* **May 2023 – Aug 2023**

- Built and shipped an Artist Similarity Graph to the ListenBrainz Explore section — an interactive music discovery tool visualizing artist connections using React, TypeScript, and the nivo library
- Applied square root transformation to normalize non-linear similarity score data for accurate graph rendering
- Integrated multiple ListenBrainz and MusicBrainz REST APIs to surface artist bios, top tracks, Wikipedia excerpts, and in-page audio playback via BrainzPlayer
- Containerized the development environment using Docker on Ubuntu Linux; tracked milestones and documented progress in Jira for a globally distributed team

Technical Customer Support Advisor (L1 → L2) | *IntouchCX, Winnipeg, MB* **Sep 2024 – Present**

- Deliver technical support across phones, tablets, and PCs/Macs, maintaining 80%+ customer satisfaction by adapting to varied customer needs
- Resolve 85%+ of cases independently with sub-15% escalation rate through effective troubleshooting
- Handle 20+ cases daily, translating complex technical issues into clear solutions while maintaining professionalism under pressure
- Promoted from L1 to L2; mentored new hires on troubleshooting workflows, ticket hygiene, and quality standards

PROJECTS

Download Organizer Script | *Bash / Linux* **Personal Project**

- Built an automated file management solution using Bash and inotifywait, organizing Downloads folder contents by file extension in real time.
- Implemented advanced error handling to avoid processing incomplete files, and added desktop notifications and a shortcut for manual triggering.

Course Planner Web App | *TypeScript, React, Nest.js, MySQL* **Software Engineering 2 Project**

- Built a full-stack course management platform; integrated Google OAuth 2.0 via Google Cloud Console for secure SSO authentication.
- Containerized with Docker and deployed via CI/CD pipeline using GitHub Actions to Azure; validated with unit, integration, load, and security tests.

Movie List App | *Java, Android, Jekyll* **Software Engineering 1 Project**

- Engineered an Android application to help users organise and manage their movie collections
- Managed codebase using Git and GitLab within an Agile framework for fast development and iteration
- Successfully launched three app releases with an accompanying demo website built using Jekyll

TECHNICAL SKILLS

Languages: TypeScript, JavaScript, Java, Python

Frontend: React.js, D3.js, nivo, HTML5, CSS3, Figma

Backend: NestJS, Flask, REST API design, OAuth 2.0

Databases: MySQL, neo4j

DevOps & Tools: Docker, Git, GitHub Actions, Azure, GitLab, Jira

Other: Agile, CI/CD, open-source contribution, Unit/Integration/Load/SAST testing

EDUCATION

B.Sc. Major in Computer Science — University of Manitoba, Winnipeg, MB

Jan 2020 – Apr 2024