Zhuoran Liu

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EDUCATION

Carleton University Ottawa, ON
Bachelor of Computer Science (Honours) | GPA: 3.6/4.0 (A-) *Sept. 2021 – April 2026*
- Dean's Honour List (2022–2024); President's Scholarship; International Award of Excellence; E.W.R. Steacie Scholarship

EXPERIENCE

Software Developer Intern Jan. 2025 – April 2025
Trend Micro – Email & Collaboration Security *Ottawa, ON*
- Set up test users and mailboxes in a **Microsoft 365 developer** tenant to reproduce customer phishing and malware scenarios, testing and validating email security features in Exchange Online and Outlook
- **Automated database password rotation** for EC2 hosted services using AWS Secrets Manager, CloudFormation and RDS MySQL, reducing the risk of credential leaks from hard coded passwords
- Cut info-level production log volume by 30% in a C++ email-security service, making issues faster to trace and lowering log storage costs

Software Engineer Intern May 2024 – Dec. 2024
Sellstatic *Toronto, ON(Remote)*
- Built an automated ad-generation feature for real estate agents that turns an existing listing URL into a ready-to-post personalized ad, using ScrapingBee API to extract listing details and photos and the ChatGPT API to write copy, cutting ad creation time from **~10 minutes** to under **10 seconds**
- Built step-by-step **in-app guided tours** in React covering core workflows such as automated marketing and profile management, helping new users get productive without needing support
- Integrated the Photoroom API through a C# server-side proxy to **automatically remove image backgrounds** on upload, keeping API keys off the client and replacing a manual editing step with professional looking images

Crew Member June 2024 – June 2026
Crepe Delicious (part-time) *Ottawa, ON*
- Troubleshot Square POS problems independently, including **card terminal errors, network connectivity issues and payment gateway outages**, keeping checkout running with minimal disruption
- Resolved customer issues on the spot, including wrong orders and complaints, staying calm and courteous with frustrated customers during peak hours

PROJECTS

AI Stock Clerk | *Node.js, ChatGPT API, Amazon Lex, Shopify Gadget Hackathon*
- Built a Shopify app with AI powered semantic search that lets shoppers find products by describing them (e.g., shape or color) even when they don't know the item's name, using the ChatGPT API on Gadget and Node.js
- Implemented an item based collaborative filtering algorithm using purchase history to recommend relevant products to shoppers
- Created a customer support chatbot with Amazon Lex that answers refund, return, and product questions

BetterLife Fitness | *Java, PostgreSQL, JDBC, Git*
- Built a database application for member registration, training and class scheduling, room booking and equipment maintenance
- Translated the ER diagram into a normalized PostgreSQL schema and built a menu-driven Java interface using JDBC to create, read, update, and delete records
- Wrote unit tests covering key user scenarios to verify each feature against the project requirements

TECHNICAL SKILLS

IT Support: Microsoft 365 (Outlook, Teams, SharePoint, OneDrive, Exchange Online), Windows 10/11, macOS, Active Directory
Networking: TCP/IP, DNS, DHCP, VPN, WiFi troubleshooting
Tools & Cloud: Linux, AWS (EC2, S3, CloudFormation), Docker, Git, Jira, Postman, Visual Studio, PostgreSQL, MySQL
Languages: Python, Java, C#, C, C++, JavaScript/TypeScript, SQL, HTML, CSS
Frameworks: React, Node.js, Qt, JUnit