

Osman Sultan

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EDUCATION

University of Toronto

Toronto, ON

BASc in Industrial Engineering, Minor in Artificial Intelligence

2020 - 2025

- **Relevant Coursework:** Operations Research, OOP, DSA, Stats/Probability, Big Data Mining, Deep Learning, Recommender Systems, Information Retrieval, Databases, Reinforcement Learning, Optimization in ML

TECHNICAL SKILLS

Languages: Python, JavaScript, TypeScript, Java, SQL

Frameworks & Libraries: React/Next.js, Node.js/Express, Spring Boot, PyTorch, Scikit-learn, Pandas, NumPy

Cloud & Developer Tools: AWS (S3, Lambda, EC2), Azure (Graph API, Logic Apps, Functions), Docker, Git

EXPERIENCE

Software Engineer Intern

June 2025 - Present

HealthTap

Sunnyvale, CA

- Developing **LLM-based AI automation** for healthcare customer support operations, implementing ticket processing, voice automation, and workflow optimization.

Software Engineer (Contractor)

April 2025 - Present

Munero Global Loyalty

Remote

- Designing an **AWS QuickSight** dashboard for order, operational, catalog, and stock forecasts
- Developing ETL pipelines for **DynamoDB (NoSQL)** data into a scalable **AWS** workflow

Software Engineer (Capstone)

Sept. 2024 – April 2025

Ploopy Corporation

Toronto, ON

- Engineered a **FastAPI** backend and PostgreSQL vector database for an embedding-based email matching engine using **Azure OpenAI's text-embedding-3-small** and **cosine similarity**, achieving 80% match accuracy.
- Automated end-to-end email replies via **Azure App Service**, **Microsoft Graph API**, and **Logic Apps**, reducing response time from days to under 32 seconds.

Full Stack Engineer Intern

Sept. 2023 – April 2024

Doctalk Inc.

Toronto, ON

- Migrated data models from **RedisGraph** to **PostgreSQL**, designing relational schemas for easier querying and detailed logging, improving data integrity and maintainability.
- Built **type-safe REST APIs with role-based authentication** using **React.js (Next.js)**, **Node.js**, and **TypeScript**, powering backend services for pivotal features in *PGYPal*, the company's flagship app.
- Engineered end-to-end **real-time notifications and messaging** system using **Redis** and **Supabase** with the pub-sub pattern.
- Developed the frontend with **Tailwind CSS** and **custom React components**, boosting daily active users by 50%.
- Streamlined CI/CD pipeline with **Vercel** and **GitHub Actions**, cutting deployment time by 80%.

Software Developer Intern

Jun. 2022 – Sept. 2022

Molex LLC

Waterloo, ON

- Transformed a legacy embedded CLI into a web app using **Python**, **FastAPI**, and **Jinja**, reducing testing times by 50%.
- Leveraged **Python's asyncio** to allow for multi-user testing, enhancing performance and developer experience.

LEADERSHIP

Data Lead

Apr. 2024 – Apr. 2025

You're Next Career Network, yourenext.ca

Toronto, ON

- Built a centralized data warehouse and **ETL pipelines using PostgreSQL (Supabase) and Python** to consolidate historical data and structure future data collection.
- Developed an AI recommender system leveraging **OpenAI embeddings** and similarity search to match 2,000+ career fair signees with relevant companies based on their profiles and resumes.

Project Lead

Jan. 2024 – March 2025

Machine Intelligence Student Team, utmist.ca

Toronto, ON

- Leading development of an AI chatbot with a conversational ML education recommender system using **Python**, **LlamaIndex**, **ChromaDB**, and the **Discord API**, inspired by Prof. Scott Sanner's research.

Cofounder

Oct. 2021 – Dec. 2023

UofT Freelancers Organization

Toronto, ON

- Led a university club delivering 5+ pro-bono web app projects for university-affiliated organizations using **React.js** and **Bootstrap**, adhering to an Agile SDLC with Git/Jira workflows. Example: CSCE UofT