

Aksha Karunaakaran

(416) 275-5615 | aksha.ca | akarunaa@uwaterloo.ca | [LinkedIn](#)

EDUCATION

University of Waterloo

Sept 2023 - Present

BASc Honours Systems Design Engineering, Minor in Artificial Intelligence

EXPERIENCE

Operations Analyst

May 2025 – Aug 2025

Smart & Biggar

- Built an AI-driven tool with **Python** and **Open AI API key** that read examiner report PDFs and instantly generated Word amendment charts, **reducing prep time by 95%**.
- Researched and assessed internal platforms, recommending which systems to retire or optimize for efficiency.
- Supported and reviewed **127** trademark applications for CIPO compliance, reducing errors and ensuring accuracy.

Product Designer

Jan 2025 – Aug 2025

Tech+

- Designed and prototyped 20+ mentorship portal features in Figma, creating **navigation flows, wireframes, and high-fidelity mock-ups** that improved mentor–mentee engagement and onboarding.
- Conducted user research and usability testing, **turning pain points into design iterations** that **increased task completion rates by 45%** and ensured accessibility across devices.
- Drove delivery across PM, designers, and developers; owned design tickets, and **brought the MVP launch forward by 4 months**.

Product Engineer

Sept 2024 – Dec 2024

DOZR

- Developed and launched an instant booking feature in JavaScript**, increasing booking speed by **2×** through streamlined rental flow and improved user-driven design.
- Optimized NoSQL queries and backend logic, **cutting database load times by 86%** and improving search performance for high-traffic inventory pages, delivering a faster and more reliable user experience.
- Owned bug triage and resolution, **closing 50+ issues** as the main point of contact, while implementing fixes, and **documenting solutions** for future development.

Business Systems Analyst

Jan 2024 – Apr 2024

Sun Life Financial

- Resolved 157+ tickets in 1 month**, setting a team record and **boosting resolution rates by 70%** in ServiceNow.
- Automated file transfer alerts** by creating an email notification system, **cutting response time by 40%** and preventing major service disruptions.
- Collaborated with clients, internal teams, and external stakeholders** to troubleshoot complex file transfer issues, translating technical problems into clear, actionable fixes.
- Configured file transfer mappings on IBM Sterling File Gateway to ensure accurate and secure B2B data exchange.

EXTRA-CURRICULARS

Project Manager | *myAlpathway.org*

- Led the business plan for FRED, managing timelines, deliverables, and cross-functional collaboration.

Small Business Founder | *4EverCustomz*

- Built and scaled a custom product business through Instagram marketing, customer service, and fulfillment.

Tutor | *Math4Me*

- Tutored students (Grades 1–12) across all subjects, creating worksheets and adapting lessons to students.

SKILLS

Technical Skills: Python, SQL, NoSQL (MongoDB) Java, C++

Tools & Platforms: Jira, Figma, Confluence, ClickUp, ServiceNow, Microsoft Suite, Google Suite, Git, Adobe Suite