

Masood Naqvi

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EDUCATION

Wilfrid Laurier University

B.S. in Computer Science

Waterloo, Ontario

Expected Graduation, May 2028

- **Concentrations:** Artificial Intelligence & Machine Learning, Cloud Computing
- **Related Coursework:** Data Structures, Algorithms, Object-Oriented Programming (Java), Systems Programming (C), Artificial Intelligence, Cloud Computing, Machine Learning

EXPERIENCE

Zentri AI – AI Automation & Client Operations

Software Development Intern

Toronto, Ontario

Aug 2025 – Current

- Supported client onboarding and outreach operations, helping streamline communication workflows for **60+ small businesses** using cloud-based and AI-enabled tools.
- Built and optimized backend automations for chatbots, lead-generation funnels, and CRM processes, improving client response efficiency by **up to 40%**.
- Collaborated with cross-functional teams to build proof-of-concept AI tools enhancing device user interaction.

PROJECTS

Autonomous AI Healthcare Intake & Triage Agent (AWS)

Solo Project

Toronto, Ontario

Jul 2025 – Aug 2025

- Built an AI agent that **reduced patient intake times by 50%** by automating symptom extraction and triage classification using AWS Bedrock and Comprehend Medical.
- Designed a **HIPAA-aligned serverless system** (Lambda, API Gateway, DynamoDB) to securely process and store patient records at scale.
- Applied predictive models in SageMaker to **improve triage accuracy by 30%**, enabling faster and more reliable care decisions.
- Delivered a production-ready, fully observable workflow that demonstrates **cutting-edge AI in healthcare operations**.

Golden Hawk Student Management System

Team Project | Java Desktop Application

Toronto, Ontario

Oct 2025 – Nov 2025

- Built a Java desktop application managing **100+ student records**, courses, grades, and GPA using a clean, multi-layer architecture.
- Developed a polished Swing GUI with real-time validation and exception-safe workflows, plus a custom persistence layer for saving/loading data across sessions.
- Implemented dynamic data handling with ArrayLists to support efficient searching, updates, and GPA calculations.

ACTIVITIES AND LEADERSHIP

Google Developer Student Club (University of Waterloo)

Member / Developer

Waterloo, Ontario

Sep 2024 – Present

- Participated in a series of hands-on workshops and hackathon-style events during the 2024-2025 academic year, including the club's **Build with AI x I/O Extended workshop** (Aug 2025).
- Collaborated with **20+ peers** on mini-projects and study sessions, sharpening full-stack and cloud-development skills; contributed to **3+ events** that introduced members to **Google Cloud Platform (GCP) services** and **Firebase**.
- Shared knowledge in Python and JavaScript, helping other club members troubleshoot code and deploy applications, and contributed to a supportive learning culture.

Golden Hawk OOP Build Challenge (Wilfrid Laurier University)

Participant

Waterloo, Ontario

Oct 2025 – Nov 2025

- Awarded **Best Project** out of **16 teams (50+ students)** in a course-wide, hackathon-style OOP showcase.
- Designed and delivered a full Java desktop application under time constraints, implementing **10+ classes** and **30+ methods** with structured error handling.
- Completed the project across **6+ rapid development iterations**, collaborating closely to meet strict deadlines.

SKILLS

Programming: Python, Java, JavaScript, HTML/CSS, SQL, Node.js, React.js, MATLAB, C++, C

Tools: VS Code, PyCharm, Eclipse, AWS, Git, Jupyter Notebooks, Bootstrap, Agile

Certifications: AWS Certified Cloud Practitioner (CLF-C02)