

ADIT CHAWLA

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<https://adit-chawla.github.io/My-Portfolio/>

SUMMARY

Dynamic IT professional with a strong background in IT operations, software development, and database management. Proficient in optimizing operational efficiencies, developing resilient software solutions, and ensuring robust database performance. Committed to leveraging technical expertise to contribute to Interac's mission in the digital economy.

TECHNICAL SKILLS

- Programming Languages: Proficient in Java, Python, HTML, CSS, JavaScript, C#, PHP, C++.
- Frameworks and Tools: Oracle, Maven, PostgreSQL
- Development Tools: Skilled in using GitHub, IntelliJ, VSCode, PyCharm, PHPStorm
- Databases: Strong skills in Oracle, MySQL; well-versed in database design, performance tuning, and SQL optimization.
- IT Infrastructure: Skilled in using cloud services such as Azure, AWS, Google Cloud, etc.
- Familiar with utilizing APIs and implementing them in JavaScript and Java applications.
- Other Skills: Strong understanding of incident management, and operational best practices.

SOFT SKILLS

- Time Management: Expert in meeting deadlines and managing project timelines efficiently.
- Communication: Proficient in delivering clear and effective communication in various settings.
- Analytical Thinking: Skilled at problem-solving and data analysis to drive project success.
- Detail-Oriented: Committed to precision and meticulous attention to detail in all tasks.
- Teamwork: Demonstrated ability to collaborate effectively in team environments
- Academic Excellence: Dean's List in all three semesters with an average of above 90%.

EDUCATION

- **Diploma in Computer Programming (Co-op Program) (2023-Present)**
GEORGIAN COLLEGE, BARRIE, ON, CA

WORK EXPERIENCE

TEAM MEMBER, TIM HORTONS, BARRIE, ON (09/2023-PRESENT)

- Optimized POS Systems: Leveraged technical expertise to redesign the POS system interface, reducing order processing times by 25%, thereby enhancing operational efficiency and improving customer service during peak hours.
- Incident Management: Played a key role in incident response teams, helping reduce system downtime by 30% through rapid troubleshooting and resolution, maintaining high system integrity and reliability.
- Training and Mentorship- Spearheaded the training and mentoring of new employees and trainees, designing comprehensive training programs that improved learning curves by 40% and enhanced team performance and adaptability.

FREELANCE IT CONSULTANT, SELF EMPLOYED (01/2023-PRESENT)

- System Optimization and Development: Conducted audits and optimizations across various systems, coupled with the development of bespoke software solutions, showcasing a versatile skill set in IT operations and software development.
- Database Management: Delivered database design and performance consultancy to ensure high availability and optimal system performance.
- Client Communications and Incident Reporting: Ensured clear and effective communication with clients during incident management and system upgrades.

OPERATIONS SUPPORT TEAM MEMBER, PAPA JOHNS, BARRIE, ON (03/2023-08/2023)

- Process Improvement: Implemented new workflow and process optimizations that increased overall service delivery speed by 20%, significantly boosting customer satisfaction and team efficiency.
- Performance Tuning: Engaged in database and application tuning, achieving a 15% improvement in system performance by optimizing key processes and queries, which contributed to faster order processing and reduced load times.