Aishman K Sandhu

(236)869-2757 | aishman.sandhu@student.kpu.ca - linkedin.com/in/sandhu-aishman

SUMMARY

Experienced in web development, Java programming, systems analysis, database management, and cybersecurity within Computer Information Systems. Proficient in designing user-centric web applications and websites, with expertise in advanced CSS techniques and fundamental UX design principles. Skilled in creating captivating web experiences through effective communication and problem-solving.

WORK EXPERIENCE

MYDIGISCOPE (https://mydigiscopes.com) | Web Designer (Freelance)   March 2024
- Created a user-centric web application, which included login/register functionality, homepage, about, contact pages, and secure user account management.

HOPEROADCHILDREN (https://hoperoadchildren.com) | Web Designer (Freelance)   In Progress
- Led the design and development of a cutting-edge website, creating captivating portfolio pages, meticulously designed home page layouts, and intuitive contact forms. Enhanced user engagement and navigation through expertly crafted visuals and user-centric design principles.

The Home Depot | Burnaby, British Columbia   July 2022 – Present

ORDER MANAGEMENT DESIGN TECH / CUSTOMER SERVICE REPRESENTATIVE
- **Inbound Call Management:** Demonstrated effective communication and problem-solving skills while managing customer inquiries over the phone.
- **Technical Issue Resolution:** Collaborated closely with the IT team to resolve various technical issues, showcasing problem-solving abilities.
- **Time Management:** Effectively managed orders, processed transactions promptly, and ensured returned products were promptly restocked on the sales floor, contributing to a well-organized and presentable front area for enhanced customer experience.

SALES ASSOCIATE
- **Customer Engagement:** Skillfully arranged product displays to enhance the in-store environment, showcasing an understanding of user experience and visual design principles.
- **Online Assistance:** Utilized the Home Depot website to guide customers towards suitable products, demonstrating proficiency in navigating online platforms and providing user-friendly assistance.

CERTIFICATIONS
- **Cutting-edge CSS (LinkedIn Learning)** Proficiency in advanced CSS techniques for modern web development
- **UX Foundations: Interaction Design (LinkedIn Learning)** Competent in fundamental UX design principles, with a focus on interaction design.
- **CompTIA IT Fundamentals+ (ITF+) -** CompTIA (comptia.org)   July 2024
  Acquired foundational IT skills, including IT concepts, infrastructure setup, application software, software development, database fundamentals, and security best practices .

EDUCATION

DIPLOMA IN COMPUTER INFORMATION SYSTEMS   April 2024
Kwantlen Polytechnic University
- **Web Application Development:** Designed and implemented a webpage featuring login authentication using **JavaScript**, along with layout styling utilizing **HTML** and **CSS.**
- **Principles of Program Structure and Design II:** Created a **JavaFX** application featuring login authentication, ComboBox selection, and event handling, demonstrating proficiency in **Java**.
- **Systems Analysis and Design:** Conducted comprehensive research on a multi-billion-dollar company, identifying operational inefficiencies, designing solutions using DFDs and ERDs, and ensuring timely execution within a set timeline.
- **Database Systems:** Designed and implemented a library database utilizing **SQL**.
- **Foundations of Computer Security:** Executed website cloning projects to discern encryption, security protocols, SSL implementation, and other security policies, demonstrating the practical application of cybersecurity principles.