

# BHARGAV BORSE

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## EDUCATION

### Centennial College

Mobile Application Development, Cumulative GPA: 4.30/4.50 | Honors: High Honors

Toronto, Canada

September 2023 - April 2024

### Centennial College

Cybersecurity, Cumulative GPA: 4.15/4.50 | Honors: Honors

Toronto, Canada

September 2022 - April 2023

### Parul University

Master of Computer Application, Cumulative CGPA: 8.11/10.00

Gujarat, India

August 2019 - June 2021

### Navrachana University

Bachelor of Computer Application, Cumulative CGPA: 6.68/10.00

Gujarat, India

August 2016 - June 2019

## WORK EXPERIENCE

### Customer Service Manager, Walmart Canada

February 2025 - Current | Toronto, Canada

- Providing exceptional customer service to our customers, clients, vendors, and internal departments (OMNI, logistics, accounting), supporting operations with a weekly sales volume of \$2M.
- Spearheaded a customer service team, achieved a 5% increase in customer satisfaction and a 3% reduction in resolution times by implementing an optimization roadmap.
- Enhanced customer satisfaction by managing and optimizing the retail experience for a diverse range of Consumer-Packaged Goods (CPG), achieving a 15% increase in Net Promoter Score (NPS).

### Accounting Office Associate, Walmart Canada

October 2025 - Current | Toronto, Canada

- Verified and balanced 100% of cash amounts at the start and end of each day, ensuring accuracy in financial records.
- Processed and prepared daily deposits, reconciling 100% of register bags for smooth bank transactions.
- Conducted end-of-day transaction reconciliations, achieving 99% accuracy in financial reporting.
- Investigated and resolved chargebacks, reducing financial discrepancies by 95%

### Associate Software Engineer, Altera Digital Health

June 2021 - July 2022 | Gujarat, India

- Leveraged newly acquired coding techniques to refine software codebases, reducing errors by 15% and increasing application stability.
- Collaborated across departments to integrate Web API processes, which streamlined workflows and elevated operational efficiency by 20%.
- Enhanced database efficiency by crafting and executing advanced SQL queries, reducing query response times by 30% and enabling smoother data handling.
- Facilitated collaboration between engineering and testing teams, which led to an 80% reduction in bugs identified during testing, enhancing product reliability prior to release.

### Full Stack Developer, Freelance Services

August 2017 - June 2022, Gujarat, India

- Designed and implemented visually compelling and user centric interfaces for over 10 websites and web applications, driving a 30% boost in user engagement metrics.
- Developed interactive applications leveraging an array of languages and frameworks, including JavaScript, TypeScript, Angular, and Gatsby, resulting in a 95% client satisfaction rate.
- Coordinated with multi-functional teams to ensure seamless integration of design and functionality, exceeding client expectations on every project.

## PROJECTS

### Healthcare REST API

Toronto, Canada

- Modernized an electronic medical records system to improve patient data accuracy and streamline record management, achieving a 20% boost in data handling efficiency.
- Devised robust user authentication mechanisms that fortified data protection, decreasing risks of unauthorized access by 50%.
- Refined REST API endpoints to enhance response time by 20%, contributing to smoother data flows within the healthcare platform.

### Phishing Detection System Powered by Machine Learning

Toronto, Canada

- Conducted in-depth research on phishing trends and developed machine learning algorithms to improve phishing detection, resulting in a 40% increase in accuracy.
- Curated a comprehensive dataset of 10,000 URLs to train and test algorithms, notably boosting detection performance.
- Collaborated closely with cross-functional teams as most junior member focused solely on refining malware defenses around integrated applications resulting in substantial improvements observed when evaluating annual incident reports.

### Snapify

Toronto, Canada

- Led development of Snapify with a team of 5 developers and designers, resulting in an innovative mobile application.
- Optimized RESTful APIs to streamline data communication between the app and server, resulting in a 40% decrease in data transfer.
- Executed testing procedures on integrated RESTful APIs, identifying and resolving 80% of data communication issues before deployment, ensuring a smooth user experience.

## SKILLS & INTERESTS

**Programming and Frontend languages:** JavaScript, TypeScript, C#, PHP, HTML, CSS | **Design:** Adobe XD, Illustrator, Photoshop, Figma | **Frameworks:** jQuery, React, Gatsby | **Tools:** Git, Netlify, Firebase, Progressive Web App | **DDMS:** MS SQL, NoSQL