

BHAVYA VAGHELA

4374439898 | vaghelabhavya257@gmail.com | [LinkedIn](#) | [GitHub](#) | [Portfolio](#)

IT Support Specialist - Robert Half

Highlight of Skills

Computer Programming Skills

- JavaScript, React, Node.js, Express.js
- MongoDB, MySQL, Firebase
- Google Cloud Platform, Docker, Linux, Git
- Windows OS, Office 365 Support, Networking Basics
- Active Directory, VPN, Remote Desktop, IT Ticketing Systems

Core Competency Skills

- Problem Solving
- Communication & Collaboration
- Time Management
- Customer Service
- Troubleshooting
- Technical Documentation

Educational Experience

Computer Programming and Analysis
George Brown College, Casa Loma Campus, Toronto, ON

Sept. 2022 – April 2024

- Understanding fast-growing AI and machine-learning strategies
- Mobile application development using the latest mobile devices
- Full-stack development
- Software development life cycle and methodologies
- Database management

Work Experience

Customer Service Representative
Great Canadian Casino Resort Toronto

2023 – Present

- Assist guests with transactions, inquiries, and casino services.
- Oversee large cash transactions and ensure financial accuracy.
- Resolve customer concerns efficiently in a high-pressure environment.

IT Support Technician
TechX Solutions, Ahmedabad, India

Jan. 2020 – Feb 2022

- Resolved 300+ IT support tickets related to Windows and Office 365, improving response efficiency.
- Provided remote and in-person troubleshooting, reducing system downtime by 30%.
- Managed user accounts, access permissions, and technical documentation using Active Directory.