

# KAVI SEKHON

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## Highlights of Qualification

- BBA in operations and managing information systems
- Self taught coding post graduation, specializing in Python and data science related packages
- Strong competence in accelerated learning in both structured and unstructured environments
- A variety of complementary skills that have been refined in previous roles within operations and IT
- Passionate about predictive analytics, data modeling, and machine learning

## Education

*Bachelor of Business Administration, Beedie School of Business, SFU*

*Sep 2011 - Aug 2016*

- Bachelor of Business Administration
  - Concentrations in Management Information Systems, Operations, & Innovation
  - SFU Technology Entrepreneurship Program
  - Ken Spencer Award

*Business Technology Management Certificate, Beedie School of Business, SFU*

*Sep 2011 - Aug 2016*

- Designed by the Canadian Coalition for Tomorrow's ICT Skills, this certificate certifies students with knowledge about innovation, leadership, and implementation of change in organizations in the information and communications technology area.

## Technical

*Client Services Consultant, Quickmobile*

*Feb 2017 - Current*

- Built a private research server, running ad-hoc analysis and visualization for separate company divisions.
- Writing scripts against databases to internally report platform usage, and client sentiment.
- Generating and reporting analytics for premium clients daily and post event.
- Resolved ad-hoc client issues on-site and remotely, cleaning client data to conform with CMS features
- Resolved a total of 824 support tickets with a 98.8% customer satisfaction score with an average first response time of 9 minutes, and 27 minute average resolution time.

*Application Support Analyst, Eventbase*

*Jan 2017 - Feb 2017*

- Understanding application issues and setting issue priority based upon urgency and business impact
- Development of internal projects around client analytics using Google Analytics and Google DataStudio
- Providing event organizers and end users with support, researching and reproducing their issues than attempting to address them on site
- Technical troubleshooting with SQL, databases and data manipulation

*Business Analyst & IT Support, Beedie School of Business (Co-op)*

*Apr 2015 - Aug 2015*

- Maintained and developed on three internal information systems, all ranging from 200 to 45,000 active users.
- Crafting processes for documentation, user training, and archiving data.
- Developed business processes that involved technical changes to information system using Active Directory, Salesforce, and custom third party solutions
- Took on a second role within IS resolving all the daily IT concerns within the organization

*Technician/Service Specialist, Apple*

*Aug 2013 - Feb 2015*

- Supported customers on a daily basis addressing their concerns in prolonged interactions
- Repaired user hardware and software, providing product support, advanced troubleshooting, and technical solutions
- Provided one-on-one software training to customers with unique accessibility needs by explaining programs, proper workflow, and special product features
- Troubleshoot problems within time-constrained sessions, achieving the highest volume of sessions per hour with a high net promoter score.
- Managed daily operational goals, fitting employee capacity to customer demand

**Operations/  
Sales**

*Franchise Manager, College Pro Painters*

*Dec 2011 - Nov 2012*

- Managed a painting business, servicing 45+ homes over a 3 month production period, and generated \$65,000 in sales while maintaining a 96% job satisfaction ratio
- Completing projects 20% prior to production deadlines by developing strong time-management skills
- Managed all finances (payroll, accrual accounting, cost-based managing, fiscal document development, and annual tax remittances) to run projects efficiently
- Solely responsible for all daily managerial and business tasks/responsibilities, recruited, interviewed, and trained employees, resulting in zero turnover

**Advising**

*BusOne Mentor, Simon Fraser University (Volunteer)*

*Sep 2013 - Dec 2013*

- Supported first-year students with course material, providing sample exercises and facilitating their learning process
- Delivered unique insight to business problems for lower-division students

*Community Advisor, Simon Fraser University*

*Aug 2012 - Apr 2013*

- Planned and executed 3 unique programs per month for residents to fostering peer to peer relationships, providing relevant university education, in line with university standards
- Provided one to one mentorship and advising to 40+ students, to help their transition from their previous community to an independent post-secondary lifestyle
- Served on-call shifts for emergency aid of a variety for emerging issues, differing in scope and impact, and remain calm and collected with emerging issues

**Community**

*Volunteer, BC Children's Hospital (Volunteer)*

*Jan 2016 - Sep 2016*

- Support patients dealing with mental health issues to complete their school obligations while in continued medical treatment

*Project Founder & Manager, Shoebox for Shelter (Volunteer)*

*May 2014 - Aug 2014*

- Created a social project with 4 other members that collected in-kind donations from corporate sponsor, generating a 106 shoebox donation to the Salvation Army DTES Shelter
- Exceeded planned sponsorship goal by 213%, generating \$1600 in donation value

**Skills**

*Additional Languages: Punjabi*

Analysis Tools: Excel, Google Analytics, Google DataStudio, @RISK StatTools, Tableau

Data Engineering: Python, SQL, R, Pandas, Requests Scikit-Learn, Numpy, Matplotlib, Seaborn, Git, Confluence, Jira,