

Dhruv Modi

PROJECT MANAGER - Agile, Cybersecurity & Cloud Computing

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SKILLS

- **Project Management & Agile Practices:** Agile Methodologies, Scrum, Stakeholder Communication.
- **Cybersecurity & Network Security:** Vulnerability Assessment, Incident Response, Threat Modelling.
- **Software Development:** Front-end (HTML, CSS, JavaScript), Back-end (Python, Node.js), API Integration.
- **Cloud Computing & Virtualization:** AWS, Azure, IT Infrastructure Management, Virtualization Platforms.
- **Technical Tools:** Microsoft Office Suite, Workflow Optimization, Task Prioritization, Team Collaboration.

WORK EXPERIENCE

Resident Advisor **September 2023 – April 2024**
Canadore College, North Bay, ON

- Managed accommodations for 200+ students, ensuring a safe, inclusive, and engaging living space while addressing concerns, enforcing policies, and facilitating conflict resolution for a positive residential experience.
- Structured 15+ community events, increasing student participation by 30%, fostering an inclusive campus culture, and enhancing social engagement through workshops, mentorship sessions, and networking opportunities.
- Allocated 24/7 crisis management support, handling emergencies, coordinating with campus security, and ensuring rapid response to critical situations while maintaining confidentiality and adherence to policies.
- Acted as a key liaison, resolving resident concerns through communication with college administration, implementing feedback-driven improvements, and ensuring 95% compliance with policies for a safer living environment.

Customer Service Representative **June 2023 – December 2023**
Circle K, North Bay, ON

- Partnered 200+ customers daily, resolving inquiries, processing transactions, and ensuring a seamless shopping experience while promoting company policies, handling complaints, and increasing customer satisfaction by 15%.
- Processed transactions with 99.5% accuracy, minimizing cash discrepancies and improving financial reporting by implementing strict handling procedures that enhanced efficiency, ensured compliance with management policies.
- Trained and mentored 5+ new employees, streamlining the onboarding process, improving staff efficiency, and fostering a customer-focused culture that resulted in improved teamwork, and a 20% boost in sales performance.
- Managed inventory, optimizing restocking to improve product availability by 20%, reducing shortages, and coordinating with vendors to maintain stock levels, ensuring customers had access to high-demand products.

Junior Project Coordinator **February 2022 – December 2022**
Diya Infotech, Ahmedabad, India

- Aided in managing IT projects, ensuring 100% adherence to deadlines and budgets by coordinating timelines, tracking deliverables, streamlining workflows, and supporting teams to achieve project milestones.
- Developed 18 reports to track key project metrics, improving decision-making, enhancing visibility into project progress, and ensuring seamless communication between stakeholders for better resource allocation.
- Facilitated collaboration, coordinating with developers, analysts, and managers to align project goals, reduce bottlenecks by 25%, and improve efficiency in workflow, ensuring smooth project operations and task completion.
- Augmented in risk management and mitigation, identifying potential issues, implementing solutions, reducing project delays by 15%, and ensuring seamless execution of project deliverables while maintaining quality.

Software Developer Intern **October 2021 – January 2022**
Diya Infotech, Ahmedabad, India

- Developed front-end components using HTML, CSS, and JavaScript, enhancing UI responsiveness by 30%, improving load times, ensuring cross-browser compatibility, creating an intuitive user experience for interactions.
- Reinforced back-end API integration using Python and Node.js, improving system efficiency, optimizing database queries, reducing response times by 15%, enhancing application scalability to support high-traffic operations.
- Debugged and optimized existing code, identifying inefficiencies, reducing software errors by 40%, improving system reliability, and implementing best coding practices to enhance software maintainability, security.
- Leveraged Git version control for collaboration, managing 9 repositories, resolving merge conflicts, maintaining clean commit histories, ensuring streamlined teamwork while adhering to practices for source code management.

EDUCATION

Post Graduate Program in Project Management (IT) September 2023 – April 2024
Canadore College, North Bay

Post Graduate Program in Cybersecurity January 2023 – September 2023
Canadore College, North Bay

Bachelor of Computer Applications June 2019 – June 2022
GLS University, India