**Dhruv Modi**

+1 6478963419

dhruvmodi2019@gmail.com

North Bay, ON

**Objective:**

Detail-oriented Computer Applications graduate with a PG Diploma in Project Management IT and Cybersecurity, seeking a Entry-Level Opportunities.

**Skills & Abilities:**

- **Project Coordination**: Coordinated project activities, ensuring timely delivery and adherence to quality standards.

- **Customer Service:** Addressed inquiries and concerns, ensuring high satisfaction levels.

- **IT Project Management:** Assisted in project planning, execution, and monitoring.

- **Cybersecurity Awareness:** Completed a Post Graduate Diploma in Cybersecurity.

- **Communication Skills:** Effective communication with cross-functional teams and stakeholders.

- **Time Management:** Prioritized tasks to meet deadlines effectively.

- **Problem-solving:** Analyzed data to derive actionable insights, resolving issues efficiently.

**Experience:**

**Resident Advisor**

Canadore College, North Bay, ON

Aug 2023 – April 2024

- Provided guidance and support to college residents, fostering a positive living environment.

- Managed resident concerns and implemented initiatives for community engagement.

**Customer Service Representative**

Circle K, North Bay, ON

July 2023 – Dec 2023

- Addressed customer inquiries and concerns, ensuring a high level of satisfaction.

- Handled customer requests through various communication channels.

**Junior Project Coordinator**

Diya Infotech, Ahmedabad, India

Feb 2022 – Dec 2022

- Coordinated project activities, ensuring timely delivery and adherence to quality standards.

- Collaborated with cross-functional teams to streamline project workflows.

- Assisted in project planning, execution, and monitoring.

**Business Intelligence Intern**

Diya Infotech, Ahmedabad, India

Aug 2021 - Jan 2022

- Assisted the Business Intelligence team in designing and building dashboard views to support strategic goals.

- Extracted and analyzed data from various sources to derive actionable insights for stakeholders.

- Collaborated with cross-functional teams to enhance analytic dashboards for better business understanding.

**Education:**

**Post Graduate Diploma in Project Management IT**

Canadore College, North Bay, ON

Year of Completion: April 2024

**Post Graduate Diploma in Cybersecurity**

Canadore College, North Bay, ON

Year of Completion: Sept 2023

**Bachelor of Computer Applications (BCA)**

GLS University, Ahmedabad, India

Year of Completion: July 2022

**Certifications:**

- Scrum Master

- Agile Foundations

- Business Analysis for Project Managers

- Fundamentals of Agile Project Management

- Fundamentals of Predictive Project Management

- Project Management

- Ethical Hacking

- Network Security

**References:**

Available upon Request.