

Gaurav Patel

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[LinkedIn](#) |

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Education

Mohawk College, Hamilton • April 2024

Computer system technology-software development

Concentration 1: Web development & python; **Concentration 2:** DSA; **Concentration 3:** Cloud

Computing **Courses:** HTML, CSS, JavaScript, Java, SQL, Python, Project Management, Cloud Computing.

Work Experience

Tim Hortons - Supervisor

JAN 2023 – Current

Hamilton, ON

- Operational Optimization: Engineered streamlined day-to-day operations at Tim Hortons, achieving a 20% improvement.
- Team Empowerment: Instituted impactful team-building initiatives and dynamic training programs, cultivating a highly motivated and cohesive staff, resulting in a 25% decrease in staff turnover.
- Customer Experience Enhancement: Pioneered customer-centric initiatives, elevating satisfaction scores by 30% and fostering a 20% increase in repeat business through innovative service strategies.
- Strategic Problem Resolution: Proactively identified and resolved operational challenges, implementing creative solutions that optimized workflow, reducing bottlenecks by 25%, and contributing to a 15% overall increase in establishment success.

McDonald's— Team Leader

April 2023 – October 2023

Hamilton, ON

- Monitored team performance and provided constructive feedback to increase productivity and maintain quality standards.
- Supervised team members to confirm compliance with set procedures and quality requirements. Worked with team to identify areas of improvement and devised solutions based on findings.
- Built strong relationships with customers through positive attitude and attentive response.

Skills & Interests

Technical Skills: HTML, CSS, JavaScript, Git/GitHub, SQL, PHP, Python, Bootstrap, VS code, Node.js, React.js, MongoDB, Data Analytics, Excel, PowerPoint, Adobe, Video Editing, Photoshop,

Soft Skills: Self Starter, Problem-solving, Organizational skills, Risk Management, Startup Vision, Multitasking, Teamwork

Certifications

- Microsoft azure fundamentals az-900 – Microsoft
- Introduction to Programming Using HTML and CSS - Udemy
- Introduction to Programming Using Python - Udemy
- MySQL Database Development Mastery - Udemy
- Digital Marketing & E-commerce - Google Career Certificates
- Project Management Support Certificate - Google Career Certificates