

# KAVI SEKHON

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## Experience

Technical	<b>Service Specialist/Technician, <i>Apple</i></b>	Aug 2013 - Feb 2015
	<ul style="list-style-type: none"><li>• Supported customers on a daily basis addressing their concerns in prolonged interactions</li><li>• Repaired user hardware and software, providing product support, advanced troubleshooting, and technical solutions</li><li>• Provided one-on-one software training to customers with unique accessibility needs by explaining programs, proper workflow, and special product features</li><li>• Troubleshoot problems within time-constrained sessions, achieving the highest volume of sessions per hour with a strong net promote score</li><li>• Managed daily operational goals, fitting employee capacity to customer demand</li></ul>	
	<b>Webmaster, <i>Y52 Project</i></b>	Jul 2014 - Present
	<ul style="list-style-type: none"><li>• Constructed a website for publishing personal web articles and lists at: <a href="http://kavisekhon.com">kavisekhon.com</a>, created with HTML5 and Cascading Style Sheets to build skills in software development</li></ul>	
Operations/ Sales	<b>Franchise Manager, <i>College Pro Painters</i></b>	Dec 2011 - Nov 2012
	<ul style="list-style-type: none"><li>• 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</li><li>• Completing projects 20% prior to production deadlines by developing strong time-management skills</li><li>• Managed all finances (payroll, accrual accounting, cost-based managing, fiscal document development, and annual tax remittances) to run projects efficiently</li><li>• Recruited, interviewed, and trained employees, resulting in zero turnover</li><li>• Solely responsible for all daily managerial and business tasks/responsibilities</li><li>• Created and executed targeted marketing plans, building a strong generation of sales leads</li><li>• Maintained strong communication with upper management on a weekly basis to establish detailed production goals</li></ul>	
	<b>Senior Sales Associate, <i>EB Games</i></b>	Jan 2010 - Mar 2011
	<ul style="list-style-type: none"><li>• Maintained store inventory, sales records, promotions, and advertisements</li><li>• Achieved highest metrics for units per transaction, sales revenue contributed, and warranty coverage, building strong independent working skills</li></ul>	
Advising	<b>BusOne Mentor, <i>Simon Fraser University (Volunteer)</i></b>	Sep 2013 - Dec 2013
	<ul style="list-style-type: none"><li>• Supported first-year students with course material, providing sample exercises and facilitating their learning process</li><li>• Delivered unique insight to business problems for lower-division students</li></ul>	

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, inline to university standards
- Provided residents with a constant flow of opportunity-information around SFU and Rezlife, to offer student with an abundances of choice
- Provided one to one mentorship and advising to 40+ students, to help their transition from their previous community to a independent post-secondary lifestyle
- Worked with fellow advisors to develop a vibrant and exciting environment for residents
- Maintained and enforced SFU Residence regulations, standards of living expectations
- Served on-call shifts for emergency aid for a variety for emerging issues, differing in scope and impact, and remain calm and collected with emerging issues
- Trained and experienced with handling diverse set of common college situations and unique problems varying from lockouts, noise complaints, over-intoxication, theft, lost of conscious-ness, and health concerns

Community

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

Co-Director, *Residence Health Committee, SFU (Volunteer)*

Aug 2012 - May 2013

- Developed and executed health awareness programs for SFU community residents, promoting a healthy lifestyle alongside different volunteer teams
- Enhanced current programs with thematic issues, focusing on health, self-image, diet, fitness, and mental health

Education

BBA Candidate, *Beedie School of Business, SFU*

Sep 2011 - Present

- BBA in Management Information Systems and Finance
- Beedie Business Technology Management Certificate
- InTech Case Competition

Skills

Languages: English and Punjabi

**Design:** Adobe Indesign (Proficient)  
Adobe Illustrator (Basic)  
Adobe Photoshop (Basic)  
Pixelmator (Basic)

**Processing:** Microsoft Office (Advanced)  
R, @Risk, Stat Tools (Proficient)  
Javascript & jQuery (Proficient)  
Swift, Python, HTML5 & CSS (Proficient)