

KAVI SEKHON

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Experience

Technical	Service Specialist/Technician, <i>Apple</i>	Aug 2013 - Feb 2015
	<ul style="list-style-type: none">• 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 strong net promote score• Managed daily operational goals, fitting employee capacity to customer demand	
	Webmaster, <i>Y52 Project</i>	Jul 2014 - Present
	<ul style="list-style-type: none">• Constructed a website for publishing personal web articles and lists at: kavisekhon.com, created with HTML5 and Cascading Style Sheets to build skills in software development	
Operations/ Sales	Franchise Manager, <i>College Pro Painters</i>	Dec 2011 - Nov 2012
	<ul style="list-style-type: none">• 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• Recruited, interviewed, and trained employees, resulting in zero turnover• Solely responsible for all daily managerial and business tasks/responsibilities• Created and executed targeted marketing plans, building a strong generation of sales leads• Maintained strong communication with upper management on a weekly basis to establish detailed production goals	
	Senior Sales Associate, <i>EB Games</i>	Jan 2010 - Mar 2011
	<ul style="list-style-type: none">• Maintained store inventory, sales records, promotions, and advertisements• Achieved highest metrics for units per transaction, sales revenue contributed, and warranty coverage, building strong independent working skills	
Advising	BusOne Mentor, <i>Simon Fraser University (Volunteer)</i>	Sep 2013 - Dec 2013
	<ul style="list-style-type: none">• 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, 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)