Preyash Mistry

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Objective

In a technology-driven world where competence and faster services are the prime factors for success, I would like to implement both these to the position of Business analyst and provide outstanding customer service and technical support to clients. I am looking for co-op work where I can sharp my skill and learn more about corporate world.

Summary of Qualifications

- Experience working in a team with the ability to develop strong, friendly, and supportive working relationships with customer and colleagues
- Excellent academic record and technical experience of devices and troubleshooting client-side obstacles via telephone and email
- Always maintain a "Can do Attitude" under any challenging situations, highly organized, problem solving and analytical skills with attention to detail
- 2+ years of customer service experience
- Excellent troubleshooting skills and critical thinking to solve complex logical and technical
- Awarded for second place in the inter-college competition for **innovative start-ups.**
- Excellent verbal and written communication skill along with proven to work on multiple high priority tasks

Technical Skills

Data Visualization:	Tableau, Excel, Power BI.
Database:	MySQL, Microsoft SQL server 2016
Operating System:	Linux/Unix, Windows, Android
Microsoft Tools:	Word, Excel, PowerPoint, Outlook, Teams
Cloud Computing:	Google Cloud Platform, Microsoft Azure
Programming languages:	Python, R, Java script

Education

Big Data Solution Architecture   May 2022 – Present
Conestoga College, Kitchener, ON

Bachelor in Computer   Jun 2016 – Apr 2020
GCET College, India

Certifications

Tableau essential skill – LinkedIn learning	completed
Business Analytics with Excel – Simplilearn	completed
Google Data Analytics Professional Certificate – Coursera	In-progress

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Projects

Augmented Reality (AR) based Advertising   Mar 2019 – Dec 2019

Personal Project
- Created a successful website of online shopping that offer immersive experience. So, customer can visualize product before purchase.
- Scanned the floor and Render 3D visual object in mobile screen using GLTFLoader and three.js library.
- Made real-time 3D objects and scale the object size in unity editor and Vuforia software.

Logistic System   Mar 2022 – Aug 2022

Group Project
- Created a console application that solve transportation problem using python and RDBMS.
- Stored orders, routes, and client information for transport in Database that connect with application.

Professional Experiences

System Administrator   Dec 2020 - March 2022

Tech-Fusion Technologies, India
- Using automated tools to extract data from primary and secondary sources.
- Performing analysis to assess quality and meaning of data.
- Removing corrupted data and fixing coding errors and related problems.
- Filter data by reviewing reports and performance indicators to identify and access management systems.
- Work with IT operations to set up a shared disaster recovery/business continuity plan.

Internship   Mar 2019 - Jun 2019

Logica InfoSoft, India
- Study of web development with PHP core and Bootstrap.
- Create a dynamic web site according to clients need under the guidance of seniors.
- Developed user interface with framework, HTML5 and CSS3, which improved user satisfaction by 25%.
- Redesign and develop an existing web site.

Other Work Experience

Customer Service Representative   Aug 2022 – Present

Walmart, Kitchener, On
- Providing excellent Customer Service by greeting all customers in a polite and friendly manner
- Assisting customers by promoting products/services, locating merchandise, and making purchase decisions
- Resolving customer concerns and referring supervisor where appropriate.
- Completing price changes and accurately signing merchandise.
- Work as a team, insure all the goals are met

Student Mentor   Jun 2022 – Sep 2022

Conestoga College, Kitchener, ON
- Provided advice and guidance to students who are new to college life through 1 on 1 and group meetings
- Referred students to appropriate college resource as per their need
- Guided 3 students during a term