

PARIKH KATHAN

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Strategic Software Engineer skilled in application development, testing and optimization. Excels at coordinating ground-up planning, programming and implementation for core modules. Maintains strong object-oriented and software architecture fundamentals.

EXPERIENCE

JAN 2022 – CURRENT

CASHIER SUPERVISOR, SHOPPERS DRUG MART

- Supported front end procedures to keep items well-stocked to prevent shrinkage.
- Counted tills for beginning of shift with start money and balanced and reconciled register at end of shift.
- Called for back up cashiers during peak times to minimize wait time for customers.
- Processed exchanges and returns by inputting in company database.
- Handled customer complaints and concerns and escalated to direct supervisor for quick resolution.
- Supervised counting cash drawers and making bank deposits in compliance with store opening and closing procedures.
- Rectified discrepancies between accounting records and cash drawer by researching daily transactions to pinpoint issues.
- Mentored employees and instructed on management of complicated sales, complex issues and difficult customers.
- Tracked company inventories, moved excess stock and arranged products to improve sales.
- Processed payments for customers quickly and accurately to exceed productivity standards.
- Resolved customer problems by investigating issues, answering questions and building rapport.
- Authorized discounts and special actions to resolve customer disputes and maintain satisfaction.
- Organized and updated schedules to optimize coverage for expected customer demands.
- Inventoried stock and placed new orders to maintain supplies for expected demand.
- Reduced shrink through implementation of improved merchandising and inventory procedures.

APR 2021 – SEP 2022

CUSTOMER SERVICE REPRESENTATIVE, WALMART CANADA

- Maintained knowledge of current promotions, exchange guidelines, payment policies and security practices.
- Answered incoming telephone calls to provide store, products and services information.
- Provided outstanding service to new and long-standing customers by attending closely to concerns and developing solutions.
- Trained new hires on products and services, best practices and protocols to reduce process gaps.
- Upsold products and services to address customer needs and maximize sales.
- Answered inbound calls, chats and emails to facilitate customer service.
- Assisted customers with making payments or establishing payment plans to bring accounts current.
- Documented customer correspondence in CRM to track requests, problems and solutions.
- Organized client contracts, records, reports and agendas to strengthen traceability.
- Upheld quality control policies and procedures to increase customer satisfaction.
- Informed customers about billing procedures, processed payments and provided payment option setup assistance.
- Relayed customer feedback to cross-functional teams to improve products and services.
- Consulted with customers to resolve service and billing issues.
- Educated customers on special pricing opportunities and company offerings.
- Rolled out operational improvements and solutions to deliver top-notch customer service.
- Upheld privacy and security requirements for customer information.
- Trained new employees on procedures and policies to maximize team performance.
- Escalated customer concerns, issues and requirements to supervisors for immediate rectification.

JUL 2018– DEC 2018

DEVELOPER, OM TECHNOLOGIES

- Implementing measures to safeguard user's data.
- Ensuring that the construction and presentation of the apps are congruent with the company's standards.
- Proofreading of code and correcting mistakes before each app is released.
- Collaborating with UI and UX Designers, as well as Software Testers, to ensure that each app is presentable and in perfect working order.

- Liaising with the marketing department to ensure consistency in our company's 'voice' across the board.
- Monitoring app reviews to detect areas for improvement.
- Creating app updates, including bug fixes and additional features, for release.

EDUCATION

MAY 2021

POST GRADUATE DIPLOMA, CONESTOGA COLLEGE

MAY 2019

BACHELOR OF ENGINEERING, GUJARAT TECHNOLOGICAL UNIVERSITY

SKILLS

- Active Directory Knowledge
- JS Frameworks: React, Angular, Vue
- Programming Languages: Java, C#, .Net, Python
- Databases: Oracle, MongoDB
- Source and Version Control: Git, GitHub
- Software Development Standards
- Agile/Scrum Methodology
- API Design and Development
- Project Management
- Software Components and Libraries
- Proficient in HTML
- SQL Expert
- Web Programming
- Scripting Languages: PHP, Python, Javascript
- Interface Design and Implementation
- Advanced Knowledge of Embedded Systems
- Data Structures and Algorithms
- Time Management and Organization
- Object-Oriented Programming
- RDMS Development and SQL
- Data Storage and Retrieval
- Teamwork and Collaboration
- Analytical Thinking and Problem Solving
- Library Design
- Application Development
- Software Quality Assurance
- Usability and Accessibility
- Software Deployment

ACTIVITIES

Representative of Social Spiritual Organization

Jan 2021 - Present

BAPS Charity

Hamilton, Canada

- Provide administrative support for arrangements of monthly assemblies and open house.

- Public speaker on wide array of topics like time management, communication skills, teamwork, and social behaviors.

Organized Technical College Events

July 2015 - May 2019

Gujarat Technological University

Ahmedabad, India

- Successfully organized IT events of LAN gaming, Bug Hunting, Typing Master.
- Participated in Innovation Village in which there were Technical Projects/Models Exhibition which showcased 100+ projects.