

# MANKOMAL KAUR GANDHARA

## PROFESSIONAL SUMMARY

Software Engineering Student/Intern dedicated to improving skills through hands-on learning and development work. Adept at using Visual Studio, JavaScript, C, C++, Python and other programming languages to produce clean code. Well-organized and collaborative team player with strong communication and analytical abilities.

## SKILLS

Engineering standards

Software Development

Software Knowledge

Relationship Building

Technical Documentation

Front-End Development

Azure Fundamentals

Testing and debugging

Pattern Recognition

Interpersonal Communication

Build releases

Software Development Life Cycle (SDLC)

JavaScript

## WORK EXPERIENCE

**LOAD PLANNER** 06/2021 to Current

**Erb Transport**, 1889 Britannia Rd East

- Streamlined load planning processes by implementing efficient scheduling and routing strategies.
- Reduced transportation costs for the company with effective load planning and consolidation techniques.
- Trained new team members on load planning software and procedures, fostering a collaborative work environment.
- Utilized advanced software tools to create efficient routes that maximized truck capacity utilization while minimizing fuel consumption.
- Supported management's efforts towards continuous improvement through participation process improvement initiatives related load planning.

**CUSTOMER SERVICE REPRESENTATIVE** 01/2020 to 05/2021

**Tim Hortons**, Mississauga, ON

- Enhanced customer satisfaction by promptly addressing concerns and providing accurate information.
- Streamlined call center processes for improved efficiency and reduced wait times.
- Resolved customer complaints with empathy, resulting in increased loyalty and repeat business.
- Assisted customers in navigating company website and placing online orders, improving overall user experience.

## EDUCATION

**Seneca College of Applied Arts And Technology**, North York, ON

**Bachelor of Engineering**, Software Engineering, Expected in 08/2027

- Merit Award, 2023-2024 to 2027 from Seneca College.
- 3.8 overall GPA in 1<sup>st</sup> Semester.
- 4.0 overall GPA in 2<sup>nd</sup> Semester.
- Completed Coursework: C language, 2024 January.

- Completed Coursework: C++, 2024 (January - August).
- Completed Coursework: Mathematics (Calculus 1), 2024 January -2024 April.
- Completed Coursework: Mathematics (Calculus 2), 2024 May - 2024 August.
- Completed Coursework: Linear Algebra, 2024 January - 2024 April.
- Completed Coursework: HTML/CSS/Javascript, 2024 (May - August).
- Member of Seneca Engineering Society, since 2024 January.

- Completed Coursework: Python (pursuing now).

- Completed Coursework: Database Management System (Pursuing now).

**Sheridan College Institute of Technology And Advanced Learning**, Brampton  
**Associate Diploma**, Computer Engineering Technician, 08/2020

- 3.7 overall GPA.
- Graduation with Distinction, August 2020.

LANGUAGES

English

Full Professional

Hindi

Native or Bilingual

Punjabi

Native or Bilingual