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SUMMARY:

- Over 1 year of experience in both IT and customer service, I have developed a well-rounded skill set that combines technical expertise with a strong focus on delivering excellent client service.
- Handled the resolution of hardware, software, and network issues, ensuring operational continuity and optimizing system performance in a fast-paced startup environment.
- Administered user accounts and access permissions using Windows OS, ensuring secure and smooth operations across all platforms.
- Managed the order lifecycle, including processing product orders, coordinating international shipments, and ensuring seamless communication with local vendors to meet deadlines.
- Responsible for maintaining inventory databases, updating client records, and preparing analytical reports to provide data-driven insights for improved decision-making.
- Gained experience in Linux system administration, including managing user accounts and supporting overall system functionality.
- Worked closely with team members and stakeholders to streamline order tracking processes, significantly improving operational efficiency and client satisfaction.
- Delivered exceptional customer support, leveraging problem-solving skills to address client concerns and ensure consistent satisfaction throughout the order and delivery process.

TECHNICAL SKILLS:

Operating Systems:	Windows, Linux
Scripting Languages:	C, C++, JavaScript, HTML, CSS
Databases:	MongoDB, Oracle SQL
Software & Tools:	Microsoft Office Suite (Excel, Word, PowerPoint), TeamViewer, Active Directory
System Administration:	User Account Management, Basic Linux Administration
Reporting:	Database Maintenance, Inventory Management, Report Generation
Project Management:	Time Management, Risk Management, Team Collaboration and Stakeholder Collaboration

EDUCATION:

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| • Honours Bachelor of Software Development - Seneca College, Toronto, ON | Jan 24 – Present |
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ADDITIONAL DETAIL'S:

- Active participation in college competitions, college fests and other activities.
- Youth Co-Ordinator and Volunteer at Yogi Divine Society (Canada).
- Active participation in social work and cultural events.

WORK HISTORY:

Govardhan Thal, Toronto, ON	Jan 24 – Present
Front Desk Associate	

- Delivered exceptional customer service by greeting and assisting guests in a friendly, professional manner, ensuring an outstanding dining experience.
- Managed customer reservations and seating arrangements, optimizing the flow of customers and ensuring minimal wait times during peak hours.

- Handled online orders through various platforms, ensuring timely and accurate order processing and delivery.
- Managed incoming phone orders, providing menu information, taking customer requests, and coordinating with kitchen staff to fulfil orders accurately.
- Maintained and tracked inventory levels, assisting in reordering supplies and managing stock to ensure smooth restaurant operations.
- Assisted in managing daily staff schedules, ensuring adequate coverage for front desk operations and coordinating shift changes.
- Provided information about the restaurant's offerings, answering customer questions, and addressing concerns in a prompt and courteous manner.
- Supported the coordination of special events, ensuring seamless service for group bookings and special requests.
- Ensured accurate and timely documentation of customer interactions and transactions, maintaining smooth communication across all departments.
- Worked collaboratively with other team members to improve overall customer satisfaction and ensure efficient restaurant operations.

JP PharmaChem, Gujarat, India

Mar 23 – Dec 23

IT Support Analyst

- Provided technical support to internal teams by troubleshooting hardware, software, and network issues, ensuring seamless operations and minimizing downtime in a fast-paced work environment.
- Managed user accounts and permissions through Windows OS tools, ensuring secure, efficient, and proper access control across company systems.
- Supported client-facing operations by processing purchase orders, coordinating imports from international suppliers, and overseeing the full order lifecycle, ensuring timely fulfilment.
- Maintained and updated inventory records, ensuring accuracy and enabling efficient supply chain management and decision-making.
- Assisted in generating comprehensive reports using Microsoft Excel, tracking order volumes, inventory levels, and client requirements, providing actionable insights to guide business strategies.
- Collaborated with stakeholders to improve order tracking processes, increasing operational efficiency and ensuring timely and accurate deliveries to vendors.
- Administered Linux systems, managing user accounts and maintaining system integrity to ensure smooth operations and secure environments.
- Delivered high-quality customer service, addressing order inquiries, resolving issues, and ensuring customer satisfaction throughout the order and delivery process.
- Worked closely with the Business Analyst team to gather requirements, document workflows, and identify opportunities for process optimization and operational improvement.

Environment: Windows OS, Microsoft Office Suite (Excel, Word, PowerPoint), Active Directory, SQL, TeamViewer, Linux , Data Management, Client Interaction, System Administration.

PROJECT:

Project Title 1: Web-Based Inventory Management System

Project Description:

This project involves developing a web-based Inventory Management System that allows businesses to manage their stock efficiently. It features a web interface for user interactions and backend processing in C++. The data is stored in MongoDB, and the system uses a Kaggle dataset of product inventories to demonstrate functionality.

Tools Used:

- Frontend: HTML, CSS
- Backend: C++ (logic and database connectivity using MongoDB C++ Driver)

- Database: MongoDB
- Development Environment: Visual Studio Code
- Data Source: Kaggle dataset

Features Implemented:

1. User Interface (HTML & CSS):
 - Add new inventory items with fields like product name, quantity, and price.
 - View all inventory items in a styled table with search and filter options.
 - Update or delete inventory records through interactive forms.
2. Backend (C++):
 - Process user requests for CRUD operations on inventory data.
 - Connect to MongoDB using the C++ Driver for data storage and retrieval.
3. Database (MongoDB):
 - Store inventory data persistently.
 - Use queries to retrieve specific data (e.g. products below a certain stock level).
4. Data Source (Kaggle):
 - Import a retail inventory dataset from Kaggle to populate the MongoDB database.

Working:

- Users interact with the system through the web interface to manage inventory.
- Requests are processed in C++, which communicates with MongoDB for data storage/retrieval.
- Data analytics features provide insights into stock levels and trends.

Conclusion:

This project demonstrates proficiency in building a full-stack application with web technologies, C++ for backend logic, and MongoDB for database management, showcasing expertise in handling real-world inventory management challenges.

Project Title 2: Customer Order Tracking System

Project Description:

This project develops a Customer Order Tracking System that enables users to manage and track customer orders efficiently. The frontend is created with HTML, CSS, and JavaScript for an interactive user interface, while the backend uses C for order processing and integration with Oracle SQL for data storage. A manually created CSV file serves as the initial data source for populating the database.

Tools Used:

- Frontend: HTML, CSS, JavaScript
- Backend: C
- Database: Oracle SQL
- Data Source: Custom CSV file
- Development Environment: Visual Studio Code

Features Implemented:

- Frontend: Dynamic order entry forms, real-time status updates, and responsive order dashboards.
- Backend: Validation, CRUD operations, and seamless Oracle SQL integration.
- Database: Efficient storage of order details with querying capabilities for analytics.

Data Source:

Manually created CSV file containing sample customer and order data (e.g. customer names, products, order statuses).

Working:

Users interact with the web interface for managing orders, and JavaScript communicates with the C backend, which processes data and interacts with Oracle SQL for storage and retrieval.

Conclusion:

This project demonstrates a strong foundation in frontend technologies, backend development with C, and database management using Oracle SQL, emphasizing real-world order tracking use cases.