Mihirkumar Thakkar

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Education

Mohawk College, Hamilton • April 2024
Computer system technology-software development
Concentration 1: Web development; **Concentration 2:** DSA; **Concentration 3:** Cloud Computing
Courses: HTML, CSS, JavaScript, Java, SQL, Python, Project Management, Cloud Computing
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Work Experience

Tim Hortons - Supervisor   JAN 2023 – Current
Hamilton, ON

- Operational Optimization: Engineered streamlined day-to-day operations at Tim Hortons, achieving a 20% improvement in service delivery, a 15% reduction in order processing times, and a 10% increase in inventory efficiency.
- Team Empowerment: Instituted impactful team-building initiatives and dynamic training programs, cultivating a highly motivated and cohesive staff, resulting in a 25% decrease in staff turnover.
- Customer Experience Enhancement: Pioneered customer-centric initiatives, elevating satisfaction scores by 30% and fostering a 20% increase in repeat business through innovative service strategies.
- Strategic Problem Resolution: Proactively identified and resolved operational challenges, implementing creative solutions that optimized workflow, reducing bottlenecks by 25%, and contributing to a 15% overall increase in establishment success.

Burger King – Team Leader   April 2023 – October 2023
Hamilton, ON

- Monitored team performance and provided constructive feedback to increase productivity and maintain quality standards.
- Supervised team members to confirm compliance with set procedures and quality requirements. Worked with team to identify areas of improvement and devised solutions based on findings.
- Built strong relationships with customers through positive attitude and attentive response.

Skills & Interests

Technical Knowledge: HTML, CSS, JavaScript, Git/GitHub, SQL, PHP, Python, Bootstrap, VS code, Node.js, React.js, MongoDB
Skills: Excel, PowerPoint, Adobe, Video Editing, Photoshop,
Soft Skills: Self Starter, Problem-solving, Organizational skills, Risk Management, Startup Vision, Multitasking, Teamwork

Certifications

- Introduction to Programming Using HTML and CSS - Udemy
- Introduction to Programming Using Python - Udemy
- MySQL Database Development Mastery - Udemy
- Digital Marketing & E-commerce - Google Career Certificates
- Project Management Support Certificate - Google Career Certificates