**Mannan Aggarwal**

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**WORK EXPERIENCE**

**Full Stack Developer May 2023 – August 2023**

**(KnowQuest.net, Ottawa, ON)**

Worked as a Full Stack developer in the Algonquin College development team along with two other teams from different organizations to further develop the KnowQuest web application using React.js, Node.js, MongoDB as database, Postman for testing, Jira and Zenhub for project tracking, Teams for technical documents sharing and GitHub for collaboration.

* Meticulously prepared and maintained comprehensive technical documentation throughout the software development lifecycle, ensuring seamless project management and facilitating effective collaboration among teams.
* Collaborated with the project advisor and client in finalizing product requirements and technical specifications throughout the development lifecycle.
* Successfully resolved Google Authentication issues by integrating user email IDs for seamless login and enhanced security.
* Enhanced user experience by adding new features and categories to the application, such as video games, coffee, and wine, to the home page.
* Updated the software from the admin side by implementing a new UI/UX design wireframe, improving control and overall application performance.
* Implemented Search Filters for TV Shows, Movies, Video Games, and Academia, enhancing content discovery for users.
* Revamped the Search Page UI to provide an intuitive and visually appealing experience.
* Gained hands-on experience in using various testing tools and ensuring code quality through a lot of code review sessions.
* Thrived in a dynamic and fast-paced development environment, delivering high-quality solutions.

**Assistant Service Department Manager**  **January 2023 – Present**

(**Farm Boy Inc., Ottawa, ON)**

* Led, trained, and inspired a team of front-end cashiers and customer service associates, fostering a positive and customer-centric work environment according to the company’s vision.
* Collaborated with store management to implement and maintain front-end policies, procedures, and standards.
* Worked with specialists to review and switch between the best practices followed at different places for exceptional customer service.
* Ensured efficient and accurate checkout processes, minimizing wait times, and promptly addressing issues to enhance customer satisfaction.
* Coached and mentored front-end staff, guiding effective communication, conflict resolution, and exceptional customer service.
* Monitored and managed the performance of cashiers and associates by conducting regular performance evaluations and identifying opportunities for improvement.
* Maintained accurate cash handling procedures and security protocols, ensuring the integrity of financial transactions.
* Assisted in scheduling front-end staff, optimizing coverage during peak shopping hours, and ensuring operational efficiency.
* Ordered products based on real-time sales data, sales projections, industry trends, staffing schedules, and profit margins.
* Collaborated with other departments to ensure seamless store operations, such as coordinating with the inventory team to manage stock levels at checkout.

**Student Navigator**  **September 2022 – August 2023**

**(Algonquin College of Applied Arts and Technology, Ottawa, ON)**

* Helped students in navigating through the college services and campus.
* Helped students in resolving issues or directing them to the appropriate contacts.
* Coordinated with various departments to ensure smooth communication and collaboration.
* Assisted in coordinating special events, conferences, or workshops hosted by the organization.
* Handled sensitive and confidential information with discretion and professionalism.
* Acquired various useful skills such as adaptability, patience, presentation, and creativity.

**EDUCATION**

[**Computer Programming (2 year - Diploma)**](https://www.algonquincollege.com/sat/program/computer-programming/) **May 2022 – August 2023**

**(Algonquin College of Applied Arts and Technology, Ottawa, ON)**

**Courses:** Computer Essentials, Technical Mathematics, Advanced Database, Operating Systems (Linux), Web Programming, Technical Communication for Technology, Network Programming, OOP (Java), OOP with Design Patterns, Mobile Graphical Interface Programming, BI and Data Analytics, Enterprise Application Programming, Programming Language Research (Python)

**TECHNICAL SKILLS**

* **Programming Languages, Frameworks, and Libraries:** Working knowledge of various programming languages, frameworks, and libraries such as Java, C/C++, C#, Python, JavaScript, React.js, Node.js, HTML/CSS, Bootstrap, jQuery, PHP and SQL.
* **Manual Testing and Test Automation**: Experience working with test management systems, API Integration Testing, and tools such as Jira, Git, Confluence, Cypress, Selenium, Katalon Studio, and Postman along with RESTful APIs and JSON/XML.
* **Cloud Computing:** Working knowledge of cloud solutions, AWS, and Azure. Strong understanding of concepts such as virtualization, Azure DevOps YAML pipelines, PowerShell and bash scripting.
* **Database Management Systems and Operating Systems and IDE’s**: Strong knowledge of Database Management Systems with efficiency in PostgreSQL, Microsoft Access, Oracle, NoSQL (MongoDB, Neo4j), MySQL, Microsoft SQL Server along with operating systems such as Linux/Unix, and Windows. Experience working with VS Code/Community, Eclipse, and NetBeans.
* **Network Programming and Troubleshooting:** Working knowledge of basic network structure, design, and layered communication models, with an emphasis on data communications, TCP/IP protocol suite, IP Tables socket programming, Open SSL and multi-threading concepts, Apache, and Wireshark. Experience working with common networking tools for diagnosing and troubleshooting typical network problems.

**SOFT SKILLS**

* A highly conscientious personality with exemplary problem-solving, and communication skills, and experience working in an agile environment.
* Exemplary time management skills and a proven ability to efficiently multitask in high-pressure environments, consistently meeting business objectives within deadlines and exceeding project expectations.
* Critical thinking and analytical ability to use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems.
* Strong interpersonal and teamwork skills with extensive experience working with cross-functional teams.

**ACADEMIC PROJECT**

* [**IMLY Web Developers Website**](https://github.com/MannanAggarwal/IMLY-Web-Developers-Website.git) **(HTML, CSS, Bootstrap, JavaScript, jQuery, PHP)** – Created a dynamic web developers company website using PHP and SQL that accepted and saved user data to the database. Moreover, displayed saved user data when recalled.
* **Medical Clinic (Java Program) -** Created a program for a medical clinic using JavaFX panes, Array Lists, OOP concepts, and serializable objects to manage the complete working of the clinic.
* **Pivot Tables (SQL Server, Excel) –** Created an SQL database with connections to Excel workbooks to create pivot tables and OLAP reports**.**

**VOLUNTEERING AND CO-CURRICULAR**

[**Student Leadership Program**](https://www.algonquincollege.com/achub/student-leadership-program/)  **September 2022 – April 2023**

**(Algonquin College of Applied Arts and Technology, Ottawa, ON)**

* Develop comprehensive skills to rely on through leadership roles.
* Gain hands-on leadership experience through volunteering for community projects.

**Team Lead February 2023**

**(Algonquin College Career Networking Fair)**

* This role involved assigning tasks, monitoring progress, and adjusting the plan. Communicated effectively with volunteers to ensure that they understood their roles and responsibilities, as well as any changes to the plan or schedule.
* Managed to create a positive and engaging work environment that encouraged volunteers to contribute their best work.
* Provided the necessary support and guidance to ensure that volunteers can work together as an effective team.

**Event Staff October 2022**

**(Security Centre of Excellence Networking Fair)**

* Assisted in checking tickets, welcoming attendees, directing them to the appropriate location within the venue, answering guests' questions, providing directions, and handling any issues or concerns that arose during the event.
* Assisted in setting up and breakdown up the event.

**REFERENCES**

References are available on request.