

NISARG SHUKLA

CONTACT



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EDUCATION

Computer System Technician Networking (CSTN) Diploma

Georgian College
Barrie, Ontario | 2020

Computer Engineering Diploma

Parul University
Vadodara, India | 2017

SKILLS

Operating Systems: Windows Server 2012, Windows Server 2016, Windows 7, 8, 10, XP, Kali Linux

Programming: C, C++, HTML, CSS, JAVA, SQL, MySQL, .NET, python

Networking: TCP/IP, DNS, DHCP, Telnet, SSH, TFTP, FTP, VPN, RDP, VLAN, SNMP, Git, GitHub, Cisco Packet Tracer, Active Directory, Apache

Support Tools: Jira, Wireshark, Confluence

Software Testing: API Testing, Postman

Virtualization: VMware Fusion 10, Oracle Virtual-Box

Microsoft Office: PowerPoint, Word, Excel, Outlook

EXPERIENCE

WEB DEVELOPER/BUSINESS SYSTEM ANALYST

TUTOR DOCTOR INC. | ETOBICOKE, ON | AUG 2019 - March 2020

- Generated revenue, performance and custom reports for franchisees and internal call centre using MySQL
- Managed accounts (onboarding, offboarding, account fixes) for franchisees in database
- Tested API for integrations with Amazon Alexa and Scorpion (digital marketing vendor)
- Created documentation for internal CRM system processes, API testing and integrations in Confluence
- Reported and tracked bugs in JIRA and collaborated with external teams to ensure they were resolved
- Trained new hires in development and QA teams
- Collaborated with support team to resolve escalated development-related tickets using Zoho CRM
- Performed Pre- and Post-launch QA testing when new features or bug patches were released

PAINTER/SUPERVISOR

College Pro | ROSSEAU, ON | MAY 2019 - AUG 2019

- Led and supervised a team of 6 painters to ensure safety procedures were followed and work was completed up to appropriate standard
- Prepared interior and exterior of cottages/homes before painting (ie. sanding, powerwashing)
- Marketed painting services (door-to-door)

CARPENTER ASSISTANT

MUSKOKA CUSTOM COTTAGES | DWIGHT, ON | MAR 2019 - MAY 2019

CUSTOMER SERVICE REPRESENTATIVE

CIRCLE K | HUNTSVILLE & ORILLIA, ON | SEP 2017 - MAR 2019

REMOTE TECHNICAL SUPPORT (Co-op)

AUM INFOSOFT | VADODARA, INDIA | JUL 2018 - OCT 2018