



## RAVJOT DUHRA

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## OBJECTIVE

An IT student with proven leadership skills in team management and knowledge of working with customers by building customer engagement. With the use of my skillset in my previous experience, I am currently seeking a position in IT that will allow me to advance my career ambitions of working within the video game industry.

## TECH SKILLS

- Java,
- JavaScript
- React/Next.js
- Tailwind CSS
- HTML, CSS
- PHP
- SQL
- C++
- Full Stack Web Development
- AWS Cloud Computing
- ECM Solutions
- Troubleshooting
- Object-Oriented Programming
- Software QA
- SEO
- Mobile Programming (Android)

## ATTRIBUTES

- Team Leader
- Highly Communicative
- Well Organized
- Punctual
- Able to learn complex tasks efficiently

## EXPERIENCE

### WEB DEVELOPMENT • STALLION GROUP SECURITY • JANUARY 2024 -- PRESENT

Created an online presence for the company by establishing a website to better market the company's business. Grasped an understanding of the client's business to promote it's services and company background throughout the website. Using the latest technology, developed a user-friendly and responsive interface which highlights appealing visuals with credible content. In addition, included client communication by offering contact forum to allow company to engage with clients that brings professionalism to the business.

### SERVICE DESK ANALYST • MICROSERVE • DECEMBER 2022 -- SEPTEMBER 2023

Worked as a service agent for multiple clienteles. Supported specialized applications while maintaining and developing internal software tools by reporting and processing automation. Also, conducted application testing by engaging users for acceptance testing, then collected and summarized test data, all while multitasking by troubleshooting user issues between live calls and service ticket requests.

### SALES REPRESENTATIVE • CLUB 16 • AUGUST 2018 -- DECEMBER 2022

Managed the client experience, delivered excellence in customer service by selling memberships and meeting monthly quotes. Identified prospective customers by using business directories, following leads from existing clients and creating personal leads by connecting with the community. Completed daily outbound calls. Researched and learned sales and health knowledge of the fitness industry to understand the market better.

## EDUCATION

### KWANTLEN POLYTECHNIC UNIVERSITY • BACHELOR OF TECHNOLOGY IN INFORMATION TECHNOLOGY • SEPTEMBER 2019 -- PRESENT

- Year 4 in Bachelor of Technology in Information Technology.
- Understanding of Data Structures and Algorithms.
- Enhancing knowledge in all aspects of the IT field.
- Experience in troubleshooting tasks from hardware to software.
- Software Development and QA Testing practices.

### ECOLE PANORAMA RIDGE SECONDARY • SEPTEMBER 2013- JUNE 2018

- High School Diploma