

Siddharth Bhardwaj

321 Cook Road, North York, ON, M3J 3T2* Mobile 905-483-0996 Email : siddharthbhardwaj96@yahoo.com

Summary:

Student studying Software Engineering with interest and passion for the field of Computer Science. Currently working on developing skills and learning more about software design, application development and cloud computing. Fluent in Hindi, Urdu and English with excellent communication and interpersonal skills. A fast learner with strong time management and multitasking skills. Strong work ethic in team or individual settings to drive product success and process of efficiency. Strong troubleshooting and problem solving skills with an analytical mindset. Skilled at handling ambiguous or undefined challenges through strong problem solving abilities

Technical Profile:

Languages: Java, C, Python, HTML, CSS, RISK-V, Verilog, MATLAB, Turing, Eiffel

Platforms and Frameworks: Windows, Mac OSX, Linux, Eclipse, Amazon Web Services(AWS), Google Cloud Platform(GCP)

Networks: WAN, LAN, WLAN, Network Configuration, Network Security

Other: Microsoft Office Suite, Google Drive, Dropbox, Bash shell scripting

Certifications: AWS Cloud Practitioner and AWS Solutions Architect Associate



Education:

White Oaks Secondary School

- International Baccalaureate (IB) program

Software Engineering (Honors, Third Year) – York University

- Coursework: Software Development and Design, Systems Programming, Software Engineering Analysis, Software Modeling, and Computer Program Design

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Experience:

York University, Electrical Engineering and Computer Science Dept.

Computer Lab Assistant

September 2018 till present

- Assists head of computing with managing and maintaining department's computing infrastructure and hardware or software configurations of the laboratory equipment
- Assists students with creating and managing computing accounts, and other issues such as privileges, and account security
- Deals with solving hardware and software issues of all kind. From simple inquiries to complex often ambiguous or undefined problems related to the computing infrastructure of the laboratory, from students, staff and faculty

TD Canada Trust, Burlington

Customer Service Representative

August 2014 till present

- Dealt with solving issues of all kind. From simple issues to solving complex often ambiguous or undefined financial and/or general problems
- Awarded the “Champion” distinction and honor from TD Bank for excellence in sales, customer service and problem solving
- Worked with multiple finance related software to perform various banking transactions.
- Worked and maintained with multiple hardware systems
- Dynamic customer service professional experienced in retail store settings
- Excel in listening to customer needs, articulating product benefits and providing solutions that add value to the customer
- Build and maintain enduring customer relationships to boost sales and generate repeat business

Excel Lassonde, Toronto

Financial Director

September 2016 - April 2017

- Handled all types of problems and developed solutions through collaboration with team members
- Provided most cost-effective and time efficient solutions that increased the company's profit margin
- Managed and monitored financial data through cloud database system

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- Performed weekly analysis of organization through software analytics to provide consultation that would maximize company profits

Canadian Tire, Oakville

Customer Service Representative

August 2013 - February 2014

- Handled all types of problems. From simple inquiries to ambiguous or undefined challenges tasks
- Responded to telephone inquiries, providing quality service to customers and associates inquiring about the products
- Accessed electronic and paper cataloging systems to look up product information and availability
- Strived for quick complaint resolutions on the first call and avoid escalation of issues
- Demonstrate effective communication with customers with diverse backgrounds
- Ensure customers were satisfied with every part of the flooring experience from initial greeting through final purchase of the product
- Memorize the company's product offerings and confidently communicate product benefits and provide excellent service

The Hamilton Golf and Country Club

Caddie

July 2012 - September 2012

- Carrying Golf Bags or pushes or pull that hold golf bag around golf course for players
- Advising players as requested on selection of proper club for stroke or concerning peculiarities of course
- Building rapport with customers and developing customer relationships

Extracurricular Activities:

•Lassonde Student Body Government •Industrial Insight Initiative, providing clubs at Lassonde with any assistance financial or consulting •York Finance Club (YFS) •York Marketing Association(YMA) •York Student Federation(YFS) RedPack volunteer •TD Tree-Days volunteer, planting trees across ontario to help the environment

Languages:

• English • Hindi • Urdu • Gujarati • Spanish