

Dev Kadiwala

(Operations Support and Customer Service Representative)

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Professional Summary

- Organized Operations and support professional with 3+ years of experience in telecom project support, customer operations, workflow tracking, service coordination, and issue triage. Strong background supporting Bell Canada through Progistix, including modem testing and launch support for Bell Giga Hub 2.0. Skilled in customer communication, field technician support, vendor coordination, and data analytics. Detail-oriented and capable of managing multiple priorities in fast-paced environments.

Professional Strengths and Skills

- Fiber Network Support | Construction Issue Coordination | Customer Communication | Vendor Management | Workflow Triage | Field Technician Support | Routing & Scheduling Support | Data Analytics | Incident Documentation | Operational Playbook Compliance | SLA Monitoring | Telecom Support | Microsoft Office | SAP ERP | CRM Exposure | Reporting | Cross-Functional Collaboration

Professional Experience

Progistix Solutions Inc (Operations & Team Support) Feb 2023 – Present

- Support Bell Canada's national telecom operations by tracking workflows, documenting system issues, and coordinating cross-department communication.
- Contributed to **Bell Giga Hub 2.0 (Wi-Fi 7) product innovation** through pre-launch test execution, issue identification, and reporting for technical readiness.
- Triage operational concerns, support field operations, and collaborate with technical teams to resolve discrepancies in SAP workflow data.
- Assist in routing, scheduling, and operational reporting to ensure accuracy and alignment with project goals.
- Maintain documentation, ensure quality checks, and support continuous improvement initiatives across the Bell operational network.

Dollarama (Store Associate) Nov 2022 – Apr 2024; Sept 2025 – Present

- Supervise staff, assign tasks, and maintain operational flow in a fast-paced retail environment.
- Handle daily reporting, cash audits, and internal issue escalations.
- Provide strong customer service, conflict resolution, and workflow support.

Jalaram Textiles, India (Inventory Associate) Oct 2020 – Sept 2022

- Managed documentation, vendor communication, and order tracking.
- Maintained inventory updates and supported management with operational reporting.

Education

Yorkville University – Project Management Oct 2022 – June 2025

- Specialized in project lifecycle management, strategic planning, scheduling, and risk analysis.
- Created project charters, resource plans, and progress reports using industry-standard tools and frameworks.
- Applied Agile methodology and risk-mitigation strategies in key projects, including a Research Center initiative and the SMILOOP Emoji-Only App.
- Strengthened leadership, decision-making, and teamwork through practical, real-world applications.

Certification

- Basics of Project Management – IBMI, Berlin , Agile Metrics for Agile Project Management – Udemy