

SUMMARY OF SKILLS

- Developed dynamic websites using JavaScript, HTML, CSS and Bootstrap
- Currently developing an application using Java for CompIT course at Google
- Certified in Google Analytics
- Proficient in English, Hindi and Urdu and Elementary proficiency in Korean
- Excellent social, leadership, customer service and communication skills
- Ability to work individually and as part of a team, handling different work environments
- Experience working with International Students through Student Life and International Office International office

INTERESTS

- Incorporating proactive business sense and learning to invest into companies accordingly
- Trading and learning about the evolution of cryptocurrency and Blockchain Technology
- Co-developed a Whack a Mole style game application using Unity and C#
- Expanding my knowledge of Korean and French

EDUCATION

Information Technology Support Services

Dec 2016

Conestoga College, Kitchener, ON

- Knowledge and experience with Virtual Private Network
- Designed and Created console and GUI based applications using C#
- Worked in various group scenarios to improve customer service quality
- Learned and created business plan
- Gained experience in Project Management, Change and Risk Management as well as writing and submitting reports
- Worked in group and individually for presentations, reports, assignments and videos

WORK HISTORY

Connected Solutions Specialist

May 2015 - Jan 2016

Best Buy, Kitchener, ON

- Provided superior customer service in both English and Hindi
- Helped customer service department with technical calls about products
- Developed custom protection plans to suit each customer's home or business needs
- Provided Geek Squad with technical support and enhanced customer service when required
- Worked individually and as part of team to give customers the best product and price

MyCareer Data Support Worker

Oct 2015- Dec 2015

Conestoga College, Kitchener, ON

- Organized required data in proper format, using Conestoga College Directory
- Helped staff with student appointments and guided students to proper office
- Posted new job opportunities on MyCareer for students
- Provided solutions to students with issues accessing Orbis
- Migrated employer and staff data, modernizing the Conestoga College database and improving overall access to data

Senior Orientation Leader

Aug 2015 - Sept 2015

Conestoga College, Kitchener, ON

- Set up signs to guide students throughout Conestoga College for college services
- Worked individually and as a team to welcome students to their new college life
- Used leadership skills to guide and help volunteers and students

Sales Associate

Nov 2014 - Apr 2015

The Source, Kitchener, ON

- Customized Bell and Virgin plans for each customer
- Provided technical and product support in person and over the telephone and Ensured customers were aware of the company offered protection plan for all merchandise
- Helped customers with cell phone issues and guided them through procedures to enhance their experience
- Managed store opening and closing
- Trained new employees with store rules and procedure