

# Ashwin Shah

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Portfolio: <https://ashwin128.github.io/>

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## SUMMARY

Experienced in both front-end and back-end web development, proficient in HTML, CSS, JavaScript, Python, and Java.

Familiar with a diverse range of programming languages.

Capable of resolving complex network issues and managing databases with MySQL.

Proficient in using design tools, collaborative software, and ticketing systems.

Solid background in microcontroller development.

Demonstrated success in support management, team collaboration, and mentoring.

Robust communication, analytical, and troubleshooting skills.

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## EXPERIENCE

### IT Technologist

#### Seneca College

January 2022 - September 2022, Toronto, ON

- Delivered prompt and effective technical support to end-users via phone, email, and in-person, addressing software and hardware issues for desktops, laptops, printers, and other computer peripherals.
- Diagnosed and resolved complex technical problems, utilizing problem-solving skills and a comprehensive understanding of IT systems and components.
- Managed and prioritized a backlog of unresolved support tickets, proactively contacting users to resolve any open issues and closing tickets only when fully resolved, ensuring timely and efficient support.
- Maintained a positive and professional demeanor when working with end-users, consistently demonstrating patience and empathy even in high-stress situations.
- Handled 37,000+ actions across 8,000+ emails within 8 months, achieving a high percentile of satisfied clients through exceptional customer service and technical expertise.
- Trained and mentored junior IT staff, fostering a supportive and collaborative team environment.
- Developed and maintained documentation and knowledge base articles, enabling users to troubleshoot common issues independently and facilitating knowledge sharing among the IT team.

### Cell Phone Repair Technician

#### KRISHNA MOBILE REPAIR CENTER

January 2019 - June 2019, Lalitpur, Nepal

- Conducted basic cell phone repairs, including troubleshooting, and fixing common issues.
- Assisted customers with troubleshooting basic cell phone problems and provided solutions.
- Generated sales by selling basic mobile phone accessories, demonstrating strong knowledge of the products and their features.

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## PROJECTS

### Client-Server-Shopping-Application - [Git](#)

Personal Project • January 2023 - May 2023

- Developed a multi-client server application using C# and Windows Forms to facilitate real-time purchases.
- Implemented functionality allowing multiple clients to connect and interact with the server simultaneously.
- Integrated real-time inventory tracking to monitor stock levels and update them according to client purchases.
- Designed a responsive and intuitive UI for easy navigation and user-friendly experience.
- Ensured real-time synchronization of data across all clients, maintaining accuracy and integrity of inventory.

## Hand Gesture Recognition Web-Based Training Tool - [Git](#)

Personal Project • January 2023 - April 2023

- Developed a web-based training tool using HTML, CSS, and JavaScript for an interactive UI.
- Designed a machine learning model using Python, TensorFlow, and Mediapipe for real-time hand gesture recognition.
- Integrated OpenCV to capture and process live video feed, enabling real-time interaction.
- Deployed the complete project on a Raspberry Pi, demonstrating the tool's effectiveness on resource-constrained devices.
- Managed all stages of the project independently, applying best practices for coding, testing, and version control.

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## EDUCATION

### Computer Engineering Technology

Seneca College Newnham Campus • CA, ON, Toronto • 2023 • 4.00 GPA

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## CERTIFICATIONS

### AWS Cloud Practitioner (In Progress)

AWS • (Completion Estimate: Before September 2023)

Able to represent foundational knowledge of cloud concepts, AWS services, and best practices for secure, efficient cloud operations.

### CCNA: Switching, Routing, and Wireless Essentials

Cisco • 2022

Able to demonstrate proficiency in configuring, managing, and troubleshooting basic networks using Cisco devices and wireless technologies.

### CompTIA A+ (InProgress)

CompTIA • (Completion Estimate: Before September 2023)

Able to demonstrate higher than basic computer troubleshooting skills.

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## SKILLS

**Web Development:** HTML, CSS, JavaScript, Python, Java

**Programming:** Python, C#, Java, etc.

**Databases:** MySQL

**Design:** Adobe Photoshop, Premiere

**Business Tools:** Office 365 (Word, Excel, PPT, Outlook, OneNote, Visio, etc.), Easy Vista

**Hardware Development:** MCU Expresso (Arduino), Raspberry Pi, Freedom-K64F

**Network:** Cisco Packet Tracer

**Project Management Tools:** Trello, MS Project