

JASRAJ CHAHAL

12316 71 Avenue Surrey, BC, Canada V3W 0R2 | 778-751-6335
Jasraj.chahal@student.kpu.ca

PROFESSIONAL SUMMARY

Experienced professional with a strong background in client advisory and sales roles, currently pursuing a bachelor's degree in information technology from Kwantlen Polytechnic University, while maintaining a GPA of 3.3. Skilled in computer networking, operating systems, and programming languages such as C++, PHP, and Java. Demonstrated success in delivering exceptional client service and surpassing sales targets at Royal Bank of Canada and Visions Electronics. Ready to leverage strong communication skills and a proactive attitude to drive organizational success.

EDUCATION

Melville School of Business (KPU) | Surrey, BC

September 2020 - Present

Bachelor of Technology in Information Technology (4th Year, Co-op option with a GPA of 3.50)

TECHNICAL SKILLS

Computer Networking

- Knowledgeable in building local area networks with routers and switches and implementing Internet Protocol (IP) addressing, completed CISCO Certified Network Associate CCNA 1 and CCNA 2.

Operating Systems

- Working knowledge of UNIX and Linux including SHELL programming and vi editor.
- Practical knowledge of all versions of Windows

Programming Languages

- Developed skills in different aspects of the problem-solving and programming process including analyzing requirements, designing solutions, coding, testing, and writing documentation with C++ and JAVA.
- Operational skills in structured programming and modular design techniques.

Web Development

- Created websites using HTML, JavaScript, PHP, and CSS.
- Developed data-driven Web applications by coding in both client and server-side environments.

Database Management

- Worked with Structured Query Language (SQL) and used SQL statements to design, query, and maintain databases.
- Developed a Database Management System for a Book Library

Computer Hardware

- Successfully assembled a computer from an assortment of hardware and installed appropriate software to make a workable PC.
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- Maintained and fixed the computer systems to enhance the speed, productivity, and efficiency of computer operations.
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WORK EXPERIENCE

ROYAL BANK OF CANADA, *CLIENT ADVISOR*

SEPTEMBER 2019 – PRESENT

- Deliver exceptional client service by promptly addressing inquiries and resolving concerns.
- Collaborate with multiple teams to streamline processes and enhance the overall client experience.
- Act as a liaison between clients and internal departments, ensuring seamless transactions and utilizing strong communication skills.
- Proactively provide technical assistance for in-branch technical equipment, including cash dispensing units, workstations, and ATMs,
- Mentor colleagues during the onboarding process for new team members in both the Client Advisor and Central Teller Business Services roles.
- Engage in weekly team meetings and provide observations and feedback on internal processes and external service processes to enhance/improve the work environment.
- Earned the prestigious Client Experience Award and the Top Quarterly Performer award for consistently exceeding performance targets.

VISIONS ELECTRONICS, *SALES ASSOCIATE*

JANUARY 2019 – AUGUST 2019

- Operated the testing of cutting-edge technology products, enhancing product knowledge to effectively educate customers on features and benefits.
 - Assisted store manager with operations such as merchandising and promotional efforts to increase sales volume and generate foot traffic.
 - Demonstrated exceptional sales acumen, consistently strived to meet, and exceed sales targets.
 - Diagnosed and resolved customer issues promptly, ensuring high satisfaction levels and repeat business.
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VOLUNTEER EXPERIENCE

KIDSPLAY, *VOLUNTEER*

APRIL 2016 – JANUARY 2020

- Coordinated and led interactive sports events, employing strategic planning and attention to detail.
 - Utilized strategic thinking and problem-solving abilities to address challenges during event planning.
 - Achieved positive feedback from children and parents alike, contributing to the organization's mission of promoting physical fitness and community engagement.
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