

JOYSON PUVANASINGHAM

Phone: (416)576-7710, Email: enochj316@gmail.com

SUMMARY OF QUALIFICATIONS:

- Good communication and time-management skills with the ability to be depended on by colleagues to deliver good quality work in good time
- Quick learner - we use the latest web technologies; we expect you to be able to catch up quickly
- Willingness and proven ability to quickly acquire proficient development skills in new areas and technologies
- Good communication skills and ability to quickly learn new technologies
- Excellent communication, including the ability to distil technical details into human terms
- Good knowledge of web development with strong front-end skills in JavaScript, JQuery and HTML
- Robust organizational, visual design, layout, and graphic design skills with attention to detail
- Strong analytical ability to perform data analysis and troubleshooting across many disparate systems
- Ability to work in a highly collaborative and openly communicative environment
- Excellent communication skills, with the ability to translate technical concepts to non-technical individuals

Operations Manager – Mizpah Cares

Mar 2016 – Present

- Proficiently fabricating reports to customer's requirements and specific needs
- Ensure home start-ups and all medical guidelines are adhered to in the process
- Managing and maintaining quality and inventory along with day to day operations

Operational Analyst (New Home Builder) – Reliance Home Comfort, Toronto, ON

May 2013 – Mar 2016

- Streamline existing and new processes to increase productivity and efficiency
- Identify areas for business improvements and implement proficient processes to advance
- Test and implement new programs to increase productivity with proficiency before daily use
- Construct accurate and user-friendly operational reports which are distributed within the organization (Team Leads to Senior Management)
- Oversee and evaluate all business-related operations concerning the program (such as billing, cancellations etc.)
- Automated reporting and tracking systems generated to reduce manual work

Install Coordinator Analyst - National Home Services, Toronto, ON

August 2012- May 2013

- Coaching and documenting employee error/performance discrepancies to improve productivity
- Automated document templates entailing processes & guidelines (HVAC Manual, Bill 198)
- Organize and participate in training to ensure company policies are adhered to on all levels (Techs, CSR's, Coordinators)

HVAC Coordinator - National Home Services, Toronto, ON

March 2011- August 2012

- Tracked discrepancies and errors from contractors to collect necessary data for improvement

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- Corrected and tracked CSR errors daily
- Implement innovative and automated tracking and reporting systems to reduce manual labour
- Professionally attended escalated calls to management and resolved customer concerns
- Resolved any financial issues with contractors and processing departments
- Improved OPA processes & procedures and created a functional system that operates cohesively from sale to receipt of rebate
- Reduced OPA processing times from 60-90 days to 30 days
- Created a tracking system to ensure “OPA Rejections” were handled promptly
- Professionally resolved a \$10 000 discrepancy between NHS and OPA

Administrative Assistant (Volunteer)

November 2008 - April 2010

Toronto Harvest Missionary Church, Scarborough, ON

- Administered and managed annual fund raisers
- Financials: processed cheques, payments and EFTs
- Create bulletins and presentations to promote Mission Trips
- Preparing final church attendees reports and account summary for tax purposes

Outside Interests & Activities

- Personal: Web-design, Photo-Editing, Music Composition, Playing Soccer
- Community: Participated in the church extra-curricular activities, organizing Fund Raisers, tutoring children, volunteering at the Church Youth Team

Technical Skills

- Microsoft Office: Excel, Word, Outlook and PowerPoint, SQL
- Javascript, HTML, CSS, Node.js, Bootstrap, jQuery, Java, MySQL, Databases, Git and Command Line

Achievements

- Received Waterloo Math Award and Participated in the Junior Achievement Program
- Obtained 1st place at my High School, and 12th place in Toronto
- Travelled to several countries in Europe and organized and performed in Gospel Concerts

EDUCATION:

Aircraft Mechanical Engineering - *Centennial College*

September 2009 – April 2011

Boot Camp – *University of Toronto*

September 2020 – April 2021

REFERENCE AVAILABLE UPON REQUEST