GUNRATTAN BAKSHI

Vaughan, Ontario | L4H 1Y1| 647 671 0390 | **gunratan@yorku.ca** | **LinkedIn**

Summary Of Qualifications

- Familiar with ITIL concepts, SDLC, and best IT practices from coursework, certifications and work experience.
- Experienced in creating UML diagrams, business process models, and workflow charts using tools like Bizagi and IBM Rational Software Architect.
- Proficient with collaboration tools such as Microsoft Teams, SharePoint, and Outlook to support team collaboration
- Interested in IT service management, currently supporting the service desk and handling tickets through HaloITSM.
- Strong communication, critical thinking and problem solving gained from professional roles and volunteer experiences.

Education & Achievements

Honours BCom in Information Technology, E-Commerce Development (GPA 3.7/4)   September 2022 - April 2026
York University, Toronto

- **Relevant Courses:** Systems Analysis and Design I & II, Database Design & Management, Data Structures & Algorithms, Business Process Management/Reengineering Systems, Computer Networks & Infrastructure, Management Information Systems, Web Development & UI Design, MATLAB, SQL, OOPs, OBP.
- **Awards:** Member of Dean's Circle of Student Scholar (2023, 2024), Bank of Montreal Student Awards (worth $3300, 2024), Continuing Student Scholarship based on academic merit (worth $550, 2023).

Technical Skills

Languages & Databases: Python, SQL, XML, XQuery, Java, HTML, CSS, JavaScript, MATLAB, Oracle19 (SQL), MS Access, MySQL
Tools & Platforms: Power BI, IBM Cognos Analytics, GitHub, IBM RSA, Bizagi Modeler, VS Code, IntelliJ, Eclipse, Jupiter Notebook
Systems & Software: Windows, macOS, Android, iOS, M365 (Word, Excel, PowerPoint, Teams, SharePoint, Publisher)
Additional Skills: ER Modelling & Normalization, Data Cleaning, Data Visualization, Statistical Analysis, Data Transformation

Professional Credentials

Certifications: Azure Data Fundamentals (DP-900), ITIL 4 *(In progress)*, IBM Data Analyst Professional Certificate (*In progress*)
Courses: Career Essentials in Business Analysis by Microsoft and LinkedIn

Relevant Experience

Information Technology Assistant (Co-op)   April 2025 – Present
eServices Office, York University

- Provide Level 1 support to faculty and staff for software, hardware, and peripheral devices; respond to inquiries via HaloITSM and email, escalating tickets to Level 2 when necessary for timely resolution.
- Assist with installing, maintaining, and updating faculty-wide hardware/software systems, and assist with imaging and reimaging laptops and desktops for staff and lab environments.
- Support inventory operations by packing, delivering, and setting up IT equipment across more than 15 campus buildings; maintain up-to-date inventory logs to streamline asset tracking.
- Develop and revise step-by-step guides for software installation and peripheral troubleshooting (e.g., printers, VPN, Microsoft 365 tools, PDF-XChange Editor)
- Research and document recurring technical faults with hardware/software to reduce future incident volume.
- Provide on-site IT support at university events, assisting with setup, testing, and live troubleshooting for audio-visual and networking equipment.

IT Peer Tutor   September 2024 – April 2025
Student Numeracy Assistance Centre at Keele (SNACK), York University

- Provided 1-on-1 tutoring to 5–7 students daily, supporting 20+ students weekly across Object-Oriented Programming, Object-Based Programming, MATLAB, Systems Analysis and Design, Financial & Managerial Accounting and Microeconomics.
- Facilitated Excel workshops for 25-30 students, teaching data analysis, power query editor, functions and formulas, visualization techniques, pivot tables and pivot charts improving 100% of participants' proficiency in Excel.
- Strengthened students' understanding of programming and data concepts and improved student comprehension, achieving a 99% satisfaction rate across 130+ tutoring sessions

- Developed data-driven insights by analyzing 80+ tutor's schedules to find busiest hours for each course, optimizing scheduling efficiency and reducing wait times.

VP Technology Management   September 2024 – Present
International Unity Club, York University
- Streamlined operations by maintaining and configuring essential hardware (projectors, wireless screen mirroring, HDMI screen casting) for events, ensuring smooth technical setups.
- Collaborated across departments (HR, Marketing and Co-Presidents) to execute seamless event planning, demonstrating teamwork and organizational skills.
- Provided technical expertise for virtual meetings and event setups, achieving 100% satisfaction in all sessions.

Technical Projects

Data Professionals Survey Dashboard – Power BI   March 2025
- Built an interactive dashboard in Power BI using real survey data from 600+ respondents.
- Performed ETL and data cleaning using Power Query, including removing nulls, splitting columns, used appropriate data types for different columns.
- Designed visualizations (bar charts, gauges, tree maps), used custom DAX measures and slicers to enable dynamic filtering and user interaction

Sales Insights Dashboard Project - Excel   August 2024
- Analysed 150,000+ retail sales records using Power Query and Excel formulas to uncover hourly trends, top-performing product categories, and customer behaviour across multiple café locations.
- Developed an interactive dashboard using Pivot Tables, Power Pivot, and Slicers, KPIs for performance tracking for metrics such as footfall, average bill per person, and SKU-level sales.

Financial Data Analysis - Sales, Cost, and Gross Profit Analysis - Excel   February 2024
- For Intermediate Financial Accounting (ADMS 2500), performed comprehensive data cleaning and transformation using Excel functions to compute sales revenue, total cost, and gross profit.
- Developed dynamic pivot tables and charts for multi-dimensional data analysis, assessing sales trends and profitability metrics across various dimensions and time periods.

Volunteer Leadership Experience

Student Volunteer Content Creator, LA&PS, York University   September 2024 - Present
- Assisted in video and photoshoots for student outreach, contributing to high-quality visual content.
- Collaborated with the communications team and suggested storytelling techniques to develop visually appealing social media content, increasing audience interaction.

Student Rep - HR Tenure and Promotion Committee, York University   September 2023 – April 2024
- Reviewed faculty files and recommended candidates for promotion, ensuring adherence to senate policies while representing student perspectives.

Student Orientation Lead - BCom Orientation, York University   January 2023 & September 2023
- Demonstrated public speaking skills by addressing large student audiences (500+).
- Collaborated with reps for smooth event execution, shared personal experiences and offered guidance on university life at York University, which resulted in an engaging audience.

Frosh Leader - New College, York University   August 2023
Engaged 150 students and fostered inclusivity through events, campus tours, and informative sessions.