

HARSHIDDSINH VAGHELA

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SUMMARY OF SKILLS

- Detail-oriented technical writer with the ability to create high-quality software documentation, user guides and manuals.
- Proficient in using **Microsoft technologies** to support and enhance software development and project management.
- Deep understanding of **agile development** methodology, including **Scrum** and **Kanban**, with a track record of successfully implementing and managing agile processes.
- Proficient in gathering and documenting requirements, coordinating project activities, and effectively managing issues, ensuring the successful delivery of digital products and services.
- Strong **problem-solving** and **communication** skills with the capability to take the lead when needed.
- Proven ability to work collaboratively within multidisciplinary teams, contributing to the design, development, and ongoing improvement of digital products and services.
- Proficient in explaining project approaches, composing project status reports, and crafting technical documentation to maintain clear project transparency.

EDUCATION

Computer System Technician-Software Support
Mohawk College

September 2022 - present
Hamilton, ON

- Expected graduation date is December 2024
- Average GPA (Semester 1 – Semester 3): **88%**
- Named to the Dean's Honor's List (Semester 1 – Semester 2)

WORK EXPERIENCE

Jr. Technical Analyst, MTO, Toronto, ON

January 2024 – August 2024

- Worked on government platforms like Highway 411, where I created, tested, and deployed various updates to improve site performance and user experience.
- Kept detailed records of every modification made to the website, making it easier for future teams to understand the updates and build upon them.
- Collaborated with production staff to draft clear and effective business case reports, which helped secure approvals for important license renewals.
- Worked closely with both production teams and management to ensure projects ran smoothly, from initial modifications to final approvals.
- Created the Power Bi for the Fiscal year 2024

Sales Associate, Wireless, Hamilton, ON

October 2022 – December 2024

- Utilized strong interpersonal and communication skills to build rapport with customers and promote upselling opportunities, leading to a 20% increase in average transaction value.
- Leverage excellent communication skills to educate customers on the features and benefits of various mobile devices and accessories.

Junior Web Developer, NICS Cadzone, India

January 2022-March 2022

- Designed and implemented various web applications using Linux, Apache, MySQL, and PHP environments.
- Worked on creating websites using HTML5, CSS, JavaScript, PHP, and MySQL.
- Received Training on WordPress from senior WordPress Developers.

Volunteer Experience

Site Lead, Federated Health Charities, Toronto

May 2024 – July 2024

- helped in raising funds for the Federated Health Charity Campaign by organizing fun events for a good cause. I put together activities like a water balloon and a frisbee game, and we successfully reached our fundraising goal for the charity.

Junior Software Developer, Mohawk CodeReady Club, Hamilton, ON

August 2022 – present

- Engaged in workshops which is designed to empower aspiring software developers with supplementary skills.
- Collaborated with first semester students to collectively guide and mentor them in their software development journey.

CERTIFICATIONS

Microsoft Security, Compliance and identity Fundamentals SC-900 Certified

March 2023

Participated in the Winter 2023 Certithon organized by Mohawk College.

