

Himali Panchal

Greater Montreal Metropolitan Area



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Experience



Technical Support Specialist

Rogers Communications

Mar 2023 - Present (3 months)



Web Support Specialist

SYKES

Nov 2021 - May 2022 (7 months)



Graphic Designer

Freelance

May 2021 - Oct 2021 (6 months)

Was working with McGill professor.



Customer Service Specialist

Walmart

Jan 2021 - May 2021 (5 months)

- Picking, scanning, packing
- Customer Service In-Person / Web Based
- Food health check and discarding expire food products



ERP Operation Specialist

Tom & Eva

Jan 2020 - Mar 2020 (3 months)

- Picking, scanning, packing of ecommerce orders
- Resolved B2B and B2C customer issues using ecommerce platform shopify and ticketing tool Zendesk.
- Inventory Management and ERP Operation
- Making sure that there is no bug in the website and keeping it up to date.
- Website issues resolving and reporting
- Product Upload in Shopify platform
- Email Marketing using Mailchimp and Social Media management



Interior Designer

BM Design

Jan 2017 - Dec 2019 (3 years)

Education



Carleton University

Full Stack Development

Jan 2023 - Jul 2023



ITM VOCATIONAL UNIVERSITY, VADODARA

Certificate, Interior Design

2014 - 2017



Gujarat Technological University (GTU)

Diploma, Information Technology

Jul 2010 - Sep 2013

Fundamental of computer application, fundamental of digital electronics, computer programming, information communication networks, essentials of network security

Skills

Adobe Photoshop • Adobe InDesign • Adobe Illustrator • HTML5 • Email Marketing • E-commerce • Engineering • Social Media • Windows • Microsoft Office