

SHIVANI PATEL

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PERSONAL HIGHLIGHTS

- Reliable and punctual - always on time for work and group meetings
- Hardworking, honest and trustworthy - trusted to do cash tills
- Good attitude and willing to help - experience in customer service
- Willing to learn - self-taught Dream Weaver Applications
- Communication Skills - presentation to clubs and class assignments

EDUCATION

Bachelors of Computing Science *Thompson Rivers University, BC*
Minor in Management (3rd year)

September 2013 - Present

University of Pune (Garware College)
Pune, India

January 2011 - March 2013

TECHNICAL PROFICIENCY

- **Database** - MS Access, MySQL, MongoDB, Oracle 11g, Microsoft SQL.
- **Programming** - Java, C/C+, Python, Pearl, HTML, CSS, Javascript, PHP, VBA, XML, [ASP.NET](#), jQuery, AngularJs, NodeJs, SQL scripts, Data Structures and Algorithms.
- **Hardware and Networking** - Computer Architecture, Network Hardware, Windows XP/7, Mac OS.
- **Software Applications** - MS Suite (Word, Powerpoint, Excel, Access, Outlook, Visio, Sharepoint), Eclipse IDE, Power BI, Dream Weaver, Citrix, Primavera P6, Adobe Photoshop, GitHub.

WORK EXPERIENCE

Project Management - IT Support
Ontario Power Generation, Toronto ON

September 2016 - August 2017

- Developed and updated support documentation and procedures for Nuclear Outage Metric reporting.
- Worked as Project Assistant for Generation Planning Project. Created several Outages screens using Microsoft Visio, C# and VB.Net for displaying the Outage level data.
- Built an VB application to control the KPI's of nuclear reactors and outages.
- Collected all data from workbooks and imported those to MS Access using queries, macros, tables and forms.

Software Developer/ Secretary
Deloitte - Auvenir, Toronto, ON

May 2016 - August 2016

- Complete programming and development task for front end as well as challenging back-end server code of Financial auditing software.
- Implemented web pages with NodeJs, Javascript, HTML5, CSS and MongoDB that displayed stored data.
- Carried out quality assurance tests to discover errors and optimize usability.
- Participated in daily scrums. Provided technical support on resolving bugs and future enhancements on software.
- Used JIRA bug reporting tool to track and solve issues, and add tickets for defects.
- Scheduling the Circle's required meetings, and notifying all Core Circle members of scheduled times and locations.

Front End Cashier
Real Canadian Superstore, Kamloops, BC

January 2016 - June 2016

- Operate POS cash tills, scanners and computers at store.
- Complete various methods of finalizing monetary transactions.
- Advise customers on purchases and provide excellent customer service.
- Market and advertise weekly deals and promotions to customers to enhance sale metrics.
- Encourage customers to join the store rewards program to increase demand and brand loyalty.

Sale Associate
Blue Sky Clothing, Kamloops, BC

February 2016 - June 2016

- Maintain constant presence on sales floor to address customer needs.
- Recommend appropriate items and direct or lead customers to selections.
- Assist customers with trying on items, finding perfect size, and completing purchase.
- Sign customers up for marketing lists and inform of upcoming promotions or customer events.

- Stocked and restocked inventory when shipment were received.
- Opened and closed store independently, when needed.

Tele Student Fundraiser

September 2015 - December 2015

Thompson Rivers University, Kamloops, BC

- Engaged with the alumni's of TRU on regular basis.
- Maintained the database of the past donors and alumni manually.
- Convince and encourage the alumni and past donors to make a another donation.
- Market the benefits and services TRU donors and alumni are entitled.

Server/Hostess

June 2015 - September 2015

Masala Indian Cuisine, Banff, AB

- Welcomed customers, assisted them with menu choices in informative manner, took orders and payments.
- Worked Under Pressure – Was able to work and assist in busy hours time.
- Problem Solving Skills – Dealing with complaints relating service.
- General closing duties.

Team Leader

January 2015 - May 2015

Tim Horton, Hamilton, ON

- Customer Service – Interacted with customers, took orders and served them.
- Worked Under Pressure – Was able to work many overtime shifts.
- Leader – Was in charge of all cashier's tills, trainer.
- Responsibilities – For training new employee completely.
- General housekeeping duties.

ACHIEVEMENTS & VOLUNTEER WORK

- Ranked 2nd place at Province Level in Mathematics Olympiad.
- Graduated with 88%(A-) in High school and stood 12th in the city of Pune(2013).
- Academic Dean's List standing for high academic performance.
- Won the baseball at Province level competition in Pune.
- Acted as admission assistant in high school for new students in summer.
- Assisted the fashion designer at Patel's boutique with customer orders and billing.
- Collaborated with fellow students at high school in promoting a fund raising campaign.
- Volunteered at Diwali and RDB events organized by TRUSU India Club.
- Helped new students with admissions and registration at Fall 2014 Orientation.

REFERENCE AVAILABLE UPON REQUEST
