Kevin Waran

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EDUCATION

Ontario Tech University   September 2021 - Current
Bachelor of Computer Science

EXPERIENCE

TOWN OF AJAX   August 2024 - Current
Customer Service Representative

- Delivered exceptional customer service by resolving client concerns, responding promptly to high volumes of phone calls and emails, and ensuring accurate dissemination of Town programs, memberships, and event information.
- Processed registrations and cash transactions with precision, maintained confidentiality of client data, and collaborated with program coordinators to provide tailored solutions, enhancing the overall client experience.

CITY OF TORONTO   September 2021 - Current
Facility In-Charge

- Provided excellent customer service and resolved issues promptly, ensuring safe and engaging recreational program delivery.
- Supervised staff, coordinated facility setups, and managed incidents with strong problem-solving skills to maintain smooth operations.

PLAYFOREVER   March 2024 - August 2024
Web Developer

- Revamped Playforever's website to create a more user-friendly experience, resulting in a 35% increase in web traffic and a 20% increase in program sign-ups within 3 months of launch.
- Implemented responsive design and optimized the website's navigation, boosting user engagement by 40% and lowering bounce rates by 25% for key program pages.

CANADIAN MUSIC COOPERATIVE

IT Team   September 2023 - December 2023

- Resolved 50+ IT support tickets across various departments, ensuring seamless operations and minimizing technical disruptions.
- Collaborated with HR to streamline the onboarding process for 10+ new hires, reducing onboarding time by 25% through efficient system setup and support.

Data Specialist   July 2023 - September 2023

- Enhanced data accuracy by restructuring Google Sheets to efficiently track event attendance, contributing to a 25% increase in reporting precision for weekly music events.
- Streamlined team workflows by addressing and resolving Google tickets, demonstrating strong problem-solving, teamwork, and communication skills to maintain smooth project operations.

PROJECTS

MoodTracker

- Developed and deployed a full-stack journaling application using React for the frontend and Flask for the backend, enabling secure mood tracking and journaling features.
- Integrated RESTful APIs for seamless communication between the client and server, ensuring efficient data handling and incorporating weather-based mood insights.

ChatServer

- Developed a scalable chat server using Java and RESTful API principles, ensuring real-time communication and secure user authentication across platforms.

- Engineered a modular API architecture in Java, enabling seamless integration and future expansion for cross-platform communication systems.

TECHNICAL SKILLS

Technical Support Tools: Knowledgeable in SQL Server, SSRS, MS Office.
Languages & Frameworks: Python, Java, SQL, HTML5, CSS, JavaScript, C++, C#
Databases & Tools: MySQL, MongoDB, PostgreSQL, Firebase, Git, Postman.