

# Kevin Waran

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## SUMMARY

Detail-oriented Customer Service Representative and Computer Science student with 3+ years of experience resolving customer issues, processing transactions, and delivering empathetic, accurate support. Passionate about supporting users and improving technical systems in fast-paced environments.

## 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.