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# MAHESH REGMI

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## EDUCATION

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**Diploma:** C.S Technician - Software Support, Expected in 04/2025

**Mohawk College of Applied Arts And Technology** - Hamilton, ON

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## PROFESSIONAL SUMMARY

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Innovative IT specialist blending technical expertise with strong interpersonal skills. Experienced in streamlining operations through SaaS implementation, AI development, and robust technical support. Adept at fostering collaborative environments and delivering efficient solutions across diverse organizational settings.

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## TECHNICAL SKILLS

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|-----------------------------|----------------------|
| • Technical Troubleshooting | • Process Automation |
| • Software Development      | • Data Management    |
| • Help Desk Support         | • HTML               |
| • CSS                       | • JavaScript         |
| • Java                      | • C#                 |
| • SQL                       | • React              |
| • Git                       |                      |

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## WORK EXPERIENCE

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**IT Development Officer - Co-op**, 01/2024 - 09/2024

**Halton Catholic District School Board - Board Office** – Burlington, ON

- Developed and implemented technical solutions using SaaS platforms like Laserfiche, streamlining IT processes and enhancing organizational workflows for improved efficiency.
- Created and deployed an AI-powered chatbot for Microsoft Teams, demonstrating proficiency in virtual testing environments and software integration to support internal communication.
- Provided comprehensive technical support, including troubleshooting various hardware and software issues for staff and students, while maintaining a secure and confidential testing atmosphere.
- Utilized relational databases, web integration tools, and custom development platforms to create efficient

forms and workflows, showcasing strong data management and input skills.

- Collaborated with diverse teams to analyze and resolve complex technical problems, applying project management skills to coordinate multiple IT initiatives in a fast-paced environment.
- Demonstrated excellent communication and interpersonal skills while engaging with staff, students, and stakeholders, effectively handling inquiries and maintaining a collaborative work environment.

**Loss Prevention Officer, 05/2023 - 05/2024**

**Loblaw Companies – Hamilton, ON**

- Conducted emergency evacuations and provided assistance during incidents.
- Maintained a strong security presence and performed interior and exterior patrols.
- Managed access control duties for visitors and contractors, ensuring security protocols were followed.
- Used Service Now software for documenting incident reports and managed incident data.
- Trained new employees on security protocols and CCTV operations to prevent thefts and shoplifting.

**Shift Supervisor, 09/2022 - 01/2023**

**Cedar Tree – North Bay, ON**

- Supervised front-of-house and back-of-house staff, maintaining security and customer satisfaction.
- Handled customer complaints and special requests, demonstrating excellent problem-solving skills.
- Completed shift reports, inventory logs, and schedules, showcasing strong documentation and data management skills.
- Provided training and ongoing support to new and existing staff.