Akhilesh Narotra
Ottawa, ON | (548) 577-5172 | arnsurecan@gmail.com | **LinkedIn** | **GitHub**

IT Support Engineer & QA Analyst | AI, Data, and Web Systems

Proficient **IT Support Engineer** and **QA Analyst** with hands-on experience in software testing, troubleshooting, and user support. Skilled in optimizing performance across **web, desktop, and cloud platforms** and leveraging **AI** and **data analysis** to deliver actionable solutions. **Detail-oriented** and **solution-focused**, bridging technical challenges with user needs to ensure reliable service delivery and continuous improvement

Skills & Competencies

- **Technical Tools & Platforms:** JIRA (Agile), VirtualBox (Linux/Ubuntu), Power BI, SQL, GitHub, TensorFlow, API REST, ETL, AWS, Python, Java, C++, HTML/CSS/JavaScript
- **AI & Data Science Skills:** Generative AI, Computer Vision, AI Product Strategy, User Research, LLM, NLP, Prompt Engineering
- **Systems & Support:** Windows/Mac OS, Basic Server Administration, User Account Management
- **Troubleshooting & Documentation:** Service Request Handling, QA Reporting, Configuration Tracking

Professional Experience

Food Cupboard Assistant | Algonquin Students' Association, Ottawa   Sep 2024–Apr 2025
- **Project Coordination**: Directed 5+ volunteers to streamline weekly operations, reducing wait times by 20% through optimized scheduling
- **Data-Driven Reporting**: Implemented an inventory tracking system (Excel, Link2feed), reducing waste by 15% and improving resource allocation. Handled **20+ daily inquiries** via phone and email, resolving scheduling conflicts with **95% satisfaction**
- **Compliance**: Enforced safety protocols, ensuring 100% adherence to health standards

Studental Care Representative | Conestoga College, Waterloo   Jan 2024–Aug 2024
- **Stakeholder Management**: Acted as primary contact for 310+ monthly clients, achieving 95% satisfaction in service delivery surveys
- **Scheduling & Prioritization**: Resolved conflicts to improve appointment adherence by 15%, demonstrating alignment with PMO resource planning

Key Projects

Energy Efficiency Audit | Viscount Alexander Public School
- **Portfolio Support**: Identified $18K/year in savings via HVAC/lighting retrofits; developed financial models with 4.4-year payback
- **Executive Reporting**: Presented cost-benefit analyses to the school board, showcasing the ability to translate data into strategic insights
- **Operational Efficiency**: Identified cost-saving measures, highlighting attention to detail

Process Automation | Web Banking Application
- **Governance & Tracking**: Documented 40+ defects in JIRA, collaborating with developers to resolve critical bugs (mirrors PMO issue tracking)
- **Process Improvement**: Automated 50+ test cases (Selenium), reducing regression testing time by 30%

Education & Certifications

Energy Management Postgraduate Certificate	Algonquin College	Sep 2024–Apr 2025
Software QA & Test Engineering	Conestoga College	Sep 2023–Apr 2024
Bachelor of Computer Application	Guru Nanak Dev University	May 2019–Apr 2022

Certifications: AWS Solutions Architect | Android Basics (Kotlin) | Deep Learning (Coursera)