Akhilesh Narotra

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IT Support Specialist & QA Analyst | Web Systems & Troubleshooting

Recent graduate with a background in software quality assurance and technical support, demonstrating ability to resolve issues, streamline processes, and improve user satisfaction. Known for a detail-oriented approach, quick adaptation, and effective communication. Skilled at bridging technical challenges and user expectations to ensure seamless, reliable service that satisfies.

SKILLS & COMPETENCIES

Technical Tools: JIRA, Linux, Power BI, VirtualBox, Microsoft Office Suite, SQL, GitHub, Google Suite
Systems & Support: Windows OS, Web-based Applications, Infrastructure Requests, Basic Server Admin
Troubleshooting & Documentation: Service Request Handling, QA Reporting, Configuration Tracking
Soft Skills: Cross-team Communication, Attention to Detail, Customer-Centric Approach, Remote collaboration

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 Graduate Certificate | Algonquin College | 2024–2025

Software QA & Test Engineering | Conestoga College | 2023–2024

Bachelor of Computer Application | Guru Nanak Dev University | 2019 – 2022

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