

# Ozone Aryal

Computer System Technician- Software Support Student

67 Duncombe Dr, Hamilton, ON

Phone: +1(647)-504-0473

[ozone.aryal@mohawkcollege.ca](mailto:ozone.aryal@mohawkcollege.ca)

[LinkedIn Profile](#)

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## OBJECTIVE

Determined Software Support student seeking co-op position for Spring 2024 to continue honing my Computer, IT skills and utilize my 2 years of professional working experience

## Summary of Skills

- Excellent Communication skills honed through 2 years of customer service.
  - Punctual, Honest and Proven Team Player, having collaborated seamlessly with different teams and people in work and college to achieve common goal which also contributed to problem solving.
  - Proficient in various operating systems honed through more than 10 years of daily use of computer.
  - Familiar with HTML, CSS, WordPress, JavaScript, acquired through practical experience in web development.
  - Skilled in Java and C#, honed throughout college, showcasing strong foundation in programming languages.
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## EDUCATION

### Computer System Technician-Software Support Sept 2022 to Present

Mohawk College

Hamilton, ON

- Completed 3<sup>rd</sup> semester with 81%.
- Courses in web development, programming languages, technical support and networking.
- Current CGPA: 75.1%

### General Management with Computer Science April 2020-April 2022

Aroma College

Bharatpur, Nepal

- GPA: 89%
  - Participated in courses including accounting, HTML and CSS
  - Received a scholarship due to a high entrance exam grade
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## TECHNICAL SKILLS

- **Web Development:** HTML, CSS, JavaScript, PHP and WordPress
- **Database development:** MYSQL, writing database scripts
- **Operating systems:** Windows, Linux/Unix
- **Software Testing:** Debugging, Troubleshoot, Automation Testing
- **Software Programming:** Java, C#, Python

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- **Technical Support:** Technical Writing, User Manual, Help Desk Support
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## WORK EXPERIENCE

### Overnight Delivery Associate

**March 2023 to Present**

The Home Depot

Hamilton, ON

- Ensure customer orders are executed effectively by working well with a team or solo, using strong organization skills and collaboration
- Maintained track of the completed orders by printing out the print slip and using work phone to ensure orders are accurate
- Use computer to print order list and check out messages send out by manager to complete the orders and other responsibilities
- Maintain good working environment by maintaining computers, printer and other equipment's

### Crew Member

**September 2022 to Present**

Tim Hortons

Hamilton, ON

- Serve more than 100 customer per shift and each time ensure their experience was nice through communication and confidence
- Dealt with difficult customers and solved conflicts with mutual understanding and problem-solving skills
- Continually punctual and willing to assist with other jobs duties which made me a team player
- Maintained smooth operations in absence of a supervisor, which was an opportunity to grow my leadership skills

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## ACTIVITIES

- **Vice-Captain of Blue House** **April 2018-December 2019**
  - Ensure the team had up-to date information about events and competition to earn points for the team.
  - Held quizzes related to general knowledge and spelling contest
  - Participated in outdoor games and earned various medals for the team