

Rajat Dixit

Electrical and Computer Engineering

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Education

University of British Columbia, Vancouver, Canada

Major : Electrical and Computer Engineering

Work Experience

Savox Communications

Jan, 2015 - Present

Product Support Engineer

- Testing Engineer responsible for troubleshooting products at hardware and software level.
- Performing competitive landscape analysis for products that have direct competition.
- Performing product technology assessments to understand technological trends and how they drive innovation. Setting requirements, constraints and goals for projects within the company.
- Continuously improving communication with current and prospective customers and partners by following clients' business and technical needs. Getting feedback from partners and using that to steer future product revisions.
- Focusing on customized product development for businesses and understanding technical challenges. Make educated decisions based on different company situations.
- Defining market requirements to company's software and hardware developers and ensuring developed products meet market and customer needs.
- Bridging gap between the market, the customer and the developers in the company.
- Knowledge and practical experience of Pragmatic Marketing techniques.

Sager Education Inc, Canada

May, 2014 - Present

Computer Science and Robotics Instructor

- Teaching 'LEGO Mindstorms' / Robotics to high school students.
- Responsibilities include classroom management, lesson planning, hands on training on assembling hardware (motors/sensors) and software (programming the robot to follow a given set of instructions).
- Programming and testing xPartner robotic components. Teaching students between grades 6-9 basic LEGO flow programming. Helping students from grades 10 onwards working on competition tasks using C code.
- Trained students to compete in the WER (World Education Robot) contest to independently work together and create innovative solutions to problems as a part of their challenges. My teams won various prizes in the competition this year at UBC.
- Team Canada captain and referee for WER 2015. My team of 3 instructors and I were responsible for the training of all students of all grades participating from Canada. The teams competed with students around the world and won prizes in different age groups.

McDonalds Corporation, Canada

March, 2011 – September, 2014

Crew Trainer – Customer Service

- Be a leader and train new employees the proper procedure at McDonald's and prepare them to be aware of the various safety regulations.
- Communicate clearly and positively with customers, coworkers and management and provide them with highest quality of service within the industry.
- Mastered point-of-service (POS) computer system for order taking.
- Handle currency and credit/debit transactions quickly and accurately with 100% customer satisfaction while providing friendly and quality service resulting in increased sales and returning customers.