Rithik Lalchandani

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Linkedin | Portfolio

Education

Bachelors in Computer Science — **January 2019 - June 2023**

MacEwan University — *Edmonton, AB*

Certified Junior Penetration Tester — **February 2018 - September 2018**

eLearn — *Online*

Skills

Programming Languages Python | Java | C++ | C | C# | JavaScript | MATLAB | Kotlin | SQL/SQLite

Technologies AWS BS/EC/EC2/ELB | Azure AD | Docker | React.js | Flask | Redis | Spring | Android | ROS

Notable Projects

Remote Plant-Monitoring System

MacEwan University — *Edmonton, AB*

- Launched a project for the remote monitoring of a hydroponic garden at MacEwan University, leveraging micro-controllers interfaced with cloud technology to accurately capture and transmit critical garden data, aiding in efficient garden management.
- Utilized micro-controllers connected to the cloud to relay real-time information regarding the hydroponic garden's conditions, including nutrient levels, pH, humidity, and temperature, facilitating a data-driven approach to garden maintenance.
- Developed an Android application to provide users with real-time access to plant data, featuring a user-friendly interface and graphical data representation. The app enhanced user engagement and timely intervention through notification alerts for critical garden condition changes.

Employee Scheduling Application

MacEwan University — *Edmonton, AB*

- Engineered an Android application aimed at streamlining employee scheduling processes for businesses, utilizing a calendar-based system to simplify shift planning and enhance operational efficiency.
- Utilized Java alongside Android Studio for the application development, ensuring a robust and user-friendly interface that facilitates easy schedule creation, modification, and sharing among managerial and staff members.
- The application significantly reduced scheduling conflicts and administrative time spent on roster management, consequently improving workplace productivity and communication regarding shift assignments and alterations.

Movie-rental Desktop Application

MacEwan University — *Edmonton, AB*

- Developed a desktop application tailored for a movie theater business to manage movie rentals, effectively tracking the rental status and ensuring seamless operations between the theater and customers.
- Employed SQL extensively to create and manage a robust database, ensuring accurate, real-time tracking of movie inventory, rental history, and customer information, which is crucial for the day-to-day operations of the movie rental service.
- Concentrated on proficient data management practices within the application, facilitating precise record-keeping, easy retrieval of information, and insightful data analysis that supports informed decision-making and enhanced customer satisfaction.

Experience

KellyConnect for Apple — June 2023 - Present

Technical Support Specialist — *Edmonton, AB*

- Provide comprehensive technical support to Apple customers, ensuring efficient resolution of hardware and software issues while maintaining high levels of customer satisfaction.
- Utilize diagnostic tools to troubleshoot and resolve technical problems for various Apple products including iPhones, iPads, and MacBooks, enhancing overall functionality and user experience.
- Collaborate effectively within a team-oriented environment, sharing knowledge and insights to contribute to the ongoing improvement of support processes and the attainment of departmental goals.

5 Star Driving School — January 2019 - October 2022

Technical Support Specialist — *Edmonton, AB*

- Administered and maintained company databases, ensuring accurate record-keeping, data integrity, and availability of information for decision-making and operations
- Spearheaded software development initiatives to optimize operational efficiency, including designing, testing, and implementing applications tailored to the unique needs of the driving school industry.
- Provided exceptional technical support to staff and external stakeholders, resolving system issues promptly to minimize downtime and maintain a high level of service continuity.