

# SHUBHAM KAURA

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Calgary, AB

## SUMMARY

I have gained hands-on experience working with IT Systems. I'm a fast learner with high curiosity. Hard work and self-motivation are my two great strengths. I'm always in search of new skills to learn and ready to tackle challenges.

## EDUCATION

### **Lethbridge College (AB)— Computer Information Technology- Diploma**

2021 – 2023

Programming, Web Design and Development, Database, System Analysis & Design, Networking, Windows Server, Algorithms and Operating Systems.

### **LPU (India)— Computer Applications Degree**

2017 – 2020

Communication Skills, Entrepreneurship, Programming, Data Structures, System Development Life Cycle, Networking, Database.

## CERTIFICATIONS

### **Google IT Support**

## EXPERIENCE

### **PepsiCo (Lethbridge)- Warehouse Technician**

June 2022 – December 2023

- Proficient in operating and managing full case belt systems for efficient picking and placing of merchandise.
- Demonstrated ability to accurately count and maintain up-to-date stock inventory in the warehouse.

### **Walmart (Lethbridge)- Deli & Dairy Frozen Associate**

October 2021 – June 2022

- Provided exceptional customer service by assisting customers with inquiries and addressing their needs.
- Collaborated effectively with team members to plan and divide daily tasks, fostering a cooperative work environment.

## TECHNICAL SKILLS

HTML

CSS

JavaScript

MySQL

Git/GitHub

Bootstrap

ReactJs

Windows Server

Linux

Networking

IT Helpdesk

Active Directory

Troubleshooting

MS Office

## SOFT SKILLS

TEAMWORK

COMMUNICATION

PROBLEM  
SOLVING

TIME  
MANAGEMENT

ACTIVE  
LISTENING

PERSEVERANCE

## **Swami Refreshment (India)- Manager**

June 2018 – August 2021

- Ensured exceptional customer experience by promptly addressing and resolving customer concerns with strong interpersonal skills.
- Effectively delegated and organized staff, assigning tasks and monitoring.