

# TANVIR PAHWA

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## OBJECTIVE

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Multiple years of experience in customer communication, coordination of teams as well as practical operations in fast paced environments. Good at dealing with large traffic of client contact via phone, text, and social media and keeping things in order. Easy to adopt new skills and easy to work under a set of procedures.

## EXPERIENCE

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### Extravagant Event Rentals

**Greater Toronto Area**

*Operations Lead & Client Coordinator*

*May 2025 – Current*

- Handle some client communication for the business via Instagram DMs, phone calls and texts.
- Manage the on-site team of 8-10 personnel during setups and takedowns, divide work, time, and all unforeseeable elements that are handled before the client arrives.
- Go to each jobsite to install and tear down event decor and unload all equipment on the same day.
- Manage inventory across 3 different storage units in multiple different locations.
- Work alongside both founders with day-to-day activities such as booking, following up on clients, scheduling and pricing.
- Keep a continuous record of reservations, equipment usage, important client interactions to refer to and be responsible.

### Petrela, Winter & Associates

**Toronto, Ontario**

*Logistics & Inventory Assistant*

*October 2025 – December 2025*

- Packed and shipped close to 1,000 orders going out to corporate clients, private accounts and high profile clients.
- Assemble an inventory tracking system manually as there was one that did not actually exist. Provided the team a clear picture of the in-stock without a manual check on a regular basis.
- Maintained records kept up to date during every day so that records never contained what was not in reality on hand.
- Reorganized all storage closets within the office space.

### Best Buy's Geek Squad

**Brampton, Ontario**

*Warehouse Technician*

*September 2020 – December 2020*

- Worked in the warehouse repairing and refurbishing returned phones, tablets, and laptops. Fully diagnose every device before any repair work starts.
- High volume of devices coming through daily, logged condition of each one when it came in and documented what was done before it moved on.
- Helped move and reorganize stock in the warehouse when needed on top of the repair and refurbishing work.

### Humber College

**Toronto, Ontario**

*IT Support Specialist (Co-op)*

*May 2019 – August 2019*

- Serviced and maintained devices for 40 alternating internal end-users and hundreds of external users daily.

- Resolved up to 5-10 priority tickets daily, showcasing proficiency in diagnosing, troubleshooting & repairing various devices. Achieved a 95% resolution rate on first contact.
- Ensured the security of hardware devices through routine hourly inspections, contributing to a secure and efficient IT environment.
- Strong written and verbal communication skills.
- Utilized Microsoft Office Suite for documentation, creating reports, and tracking IT support tickets.
- Organized and attentive to detail, ensuring precise and accurate work.
- Worked independently and also collaborated with others as a team.

## EDUCATION

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### University of Ontario Institute of Technology

*B.Sc. Honours in Computer Science*

**Oshawa, Ontario**

*Graduated, April 2024*

- **Concentrations:** Data Science, Data Structures, Data Analytics
- President's Honours List, Dean's Honours List

### Humber College

*Advanced Diploma in Computer Engineering Technology*

**Toronto, Ontario**

*Graduated, August 2022*

- **Concentrations:** Data Communications, Windows Installation, Configuration and Administration
- **Dean's List:** 5 of 6 semesters

## SKILLS

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**Customer Interaction:** Phone support, client communication via call, text and social media, issue resolution, outbound and inbound contact

**Technical Tools:** Microsoft Office Suite (Word, Excel, PowerPoint), MySQL, PostgreSQL, GitHub

**Core Skills:** Team coordination, SLA adherence, documentation, inventory management, attention to detail, fast-paced multitasking

**Languages:** Fluent in English; Partially fluent in Punjabi; Limited comprehension of Urdu and Hindi; Basic understanding of French

**Programming Languages & Databases:** C, CSS, Firebase, HTML, Java, JS, MySQL, PostgreSQL, Python, Dart & R

## ACCOMPLISHMENTS

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### Android & IOS App Development Using Dart | Oshawa, ON

Oct 2023 - Dec 2023

- Coded fitness app with Dart to include step tracking, local database and firebase implementations

### Android App Development & Accompanying Hardware | Humber College

Sept 2021 - Apr 2022

- Coded fully automatic plant watering system with Kotlin; ability to detect humidity, temperature, soil density, and fluctuating water levels to provide adequate information on plant growth

### Robotics Club President | Turner Fenton Secondary School

Sept 2015 - July 2017

- Coded line-following robots through Arduino with the ability to mobilize, play various sports, and compete in robot duels while maintaining structural integrity