YUGAM ARORA

- C/O Co-op Ed Office, University of the Fraser Valley • (604)-854-4507 • coop@ufv.ca

Qualifications Profile

- Strong understanding of algorithms, systems architecture, and user experience, as well as programming in Java.
- Readily match business objectives with available technologies to meet short and long-range information management goals.
- Ability to perform comprehensive root-cause analyses while diagnosing and optimizing software systems.
- Proactively identify emerging technologies to establish secure, robust information sharing.
- Fluent in English, Hindi, Punjabi.

Core Technologies:

Environments:	Windows, Eclipse, Kali Linux, Visual Studio
Tools:	Java, HTML, CSS, JavaScript, Bootstrap, Node.js, MongoDB, ASP.NET, SQL, WordPress

Education

Bachelor of Computer Information Systems, University of the Fraser Valley, BC   January 2020 - Present

Academic Projects:

- **Developer Portfolio** - Created a Responsive portfolio website using HTML, CSS, and JavaScript.
- **School Management System** – Created a Console Management System using OOP with Java.

Relevant Courses: Software Engineering, Intermediate Web Programming, OOP with Java, Web Security and Hardware Concepts.

Experience Highlights

Senior Sales Associate/Cashier   March 2020 - Present

7 – Eleven, Abbotsford, BC

- Increase sales, promote loyalty program, and catalyze customer satisfaction and retention by greeting and assisting customers leveraging product expertise and providing issue resolution.
- Manage phone, online, and in-store customers, providing timely and courteous service to the customers.
- Check in and stocking merchandise deliveries from the vendors.
- Performing Cashier Duties such as Ring Sales and maintaining Cash Control.

IT Lab Assistant   January 2022 – April 2022

University of the Fraser Valley, Abbotsford, BC

- Help getting users connected to EduRoam WI-FI, downloading the UFV mobile app, assisting with student printing related questions as well as answer other general IT Services related questions

- Maintain Lab Monitor Problem Log. Open tickets using eHelpdesk system to report issues that cannot be resolved by lab monitor to the IT Service Desk for follow-up.

- Answers questions and provide software and hardware assistance to faculty, staff and fellow students.

- Understand lab policies, procedures, and technologies, and be able to communicate them to our customers in a positive and concise manner.