

Yash Gahlot

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🌐 [Yash Gahlot](#)

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Education

Acadia University

Bachelor's of Science in Computer Science

2024-Present

Wolfville, NS

- **Relevant Coursework:** Data Structures and Algorithms (C++), Prob & Stat in CS (Python), Computer Programming III (C), Linear Algebra w/Computational Applications (Python)

Dalhousie University

Bachelor's of Computer Science

2021-2023

Halifax, NS

- **Relevant Coursework:** Software engineering(Junit Testing, Git), Web development (HTML/CSS), Database Management Systems (MySQL), Calculus II, Discrete Maths, Computer Architecture, Intro to Computer Programming(Java)

Skills

Programming Languages: Java, Python, HTML/CSS, JavaScript, C

Developer tools: VS Code, Oracle, Salesforce

Analytical tools: MySQL, Microsoft Excel, Microsoft Powerpoint, Microsoft Office 365, Power BI

InterPersonal: Strong Customer Service, Excellent Communication (Verbal & Written), Teamwork and collaboration, Adaptability to Fast-Paced Environments, Attention to Detail, Leadership, Proficient Computer Skills, Excellent Organizational Skills, Problem-Solving and Solution-Minded Approach

Experience

IT Service Desk Consultant

Acadia University

Jan 2024 – Present

Delhi, India

- Deliver prompt and effective responses to service issues and requests, ensuring minimal disruption to operations.
- Provide comprehensive technical support to users, addressing diverse IT concerns with efficiency and expertise.
- Act as the primary point of contact for clients seeking assistance with software, hardware, network, and telephone-related issues.

Customer Service Associate

BlueOcean Canada

April 2023 – Dec 2023

Halifax, NS

- Collaborated with cross-functional teams to resolve complex customer concerns.
- Demonstrated adaptability and teamwork in a fast-paced customer service environment.
- Provided product information and guidance to customers, ensuring a positive customer experience.

Residence Assistant

Res-life Dalhousie

Sep 2021 – Sep 2022

Halifax, NS

- Planned and organized social and educational activities to promote community building.
- Enforced rules and regulations to maintain order and safety in the residence hall.
- Maintained communication with students' counsellors, instructors, and staff members to promote a supportive environment.

Teaching Assistant

Dalhousie University (Database Management Systems (CSCI 2141))

Jan 2022 – Dec 2022

Halifax, NS

- Designed, organized, and presented engaging course labs, fostering a hands-on learning environment conducive to experimentation and skill development.
- Facilitated interactive lab demonstrations, engaging with 40-50 students weekly to reinforce theoretical concepts with practical applications, enhancing comprehension and retention.
- Conducted regular office hours to provide personalized assistance and clarification on course materials, enhancing students' understanding and confidence.

Volunteer Work

Tutor-Remote

Sankalp NGO

Jan 2023 – Aug 2023

Delhi, India

- Taught mathematics and basics of computing to underprivileged students from grade 8-10, demonstrating strong communication and teaching skills..
- Ensured timely completion of syllabus and assigned weekly homework and periodic tests.

Project Work

Covid-19 Data Exploration | SQL

- Developed a comprehensive SQL project focused on analyzing COVID-19 data using advanced techniques including joins, CTEs, and window functions.
- Demonstrated proficiency in SQL by employing techniques such as joins, CTEs, temp tables, and aggregate functions for data analysis and visualization.
- Generated valuable insights into COVID-19 trends, including infection rates, mortality rates, and vaccination efforts, providing actionable information for decision-making and public health interventions.