

Rahul Dhawan

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Certifications

- **Troubleshooting Windows 10 /11** : [Certificate](#) : DNS, Hyper-V, Blue Death Screen **Jan 2024 - Feb 2024**
- **Active Directory Adv. PowerShell**: [Certificate](#) : Manage Configuration, Group Polices, Monitor & Reports **April 2024-May 2024**
- **MS Azure Cloud Fundamentals**: [Certificate](#) : Compute, Security, Deployment & Monitoring. **June 2024 - July 2024**
- **MS Power BI Business Analysis**: [Certificate](#) : Data Sources, Dashboards, Visualization & SharePoint **July 2024 - Aug 2024**
- **Microsoft Office 365 Services**: Ongoing : Endpoints, Analytics, Zero-Trust & Service Cycle.

Work Experience (Past - Present)

Unicom Technologies, India

Full Stack JavaScript Developer

Sept 2020 - Sept 2021

Integrate cutting-edge modern technologies into websites for enhanced performance and functionality.

- Developed and maintained dynamic **Responsive** web design applications using **JavaScript**, React /Next.js, **RESTful APIs** for seamless integration in Node.js, & MongoDB, contributing to a **25% increase** in **pre-rendering** and utilized **Git** commits for **Version control** & collaborated on **code reviews** before branch **merge**.
- Spearheaded customer-facing **UI re-building** in **Next.js frameworks**, incorporating a one-click Dark Mode with **Google's** Open Source **Material UI**, which improved **User-contrast** and **readability** by **50%**.
- Implemented **Continuous Integration/Continuous Development** pipelines that improved development by **50%** and streamlined **Automated / Validation testing** process against Use Cases, reducing the time to market end products.
- Optimized site's accessibility by **50%** through the implementation of best practices in **W3C/ WCAG** Standards and modern design standards, improving overall **user experience** and reach.

Shaw Rogers, Toronto

Technical Support Specialist

Feb 2023 - Present

Aid elderly tech illiterate customers Canada-wide.

- Provided support to over **5000+ clients** nationwide, **30+** average support **tickets/day** via Voice/chat, resolved over 90+% of cases on **Activations** & Troubleshooting of networking devices on the first call, and up-scaled self-motivation.
- Created and maintained comprehensive **technical documentation writing**, communicate **new hires** via **Teams**, up scaled their **abilities** to the **next level** as an **SME** promoting self-reliance and shared crucial insights as a **team player**.
- Provided **basic** support for **various enterprise (Android / iOS)** Application, monitored and analyzed performance Data Analysis, and maintained a **90% First Call Resolution** rate within **24 hours** of ticket submission.
- Achieved a **95+%** customer **satisfaction rate** in post surveys, through problem-solving, **communication skills** & **professionalism** in supporting solutions across various **Windows 10/11 applications**.

Skills & Interests

- **Programming Language(s)**: C, Java, C++, C#, Python, MS SQL Server, XML, Visual Studio Code, Version Control GitHub.
- **Network Tools**: Networking Protocols TCP/IP, Cisco Finesse, Fusion, RSC analysis, SAAS, CRM.
- **Full Stack Dev.:** JavaScript, AngularJS, React.js, .NET, Next.js, RESTful API, Postman, Node.js, MongoDB, Docker.
- **Cloud Services**: Microsoft Azure, Storage, Compute, Models, Governance.
- **Data Analytics**: Microsoft Power BI, Microsoft Word, Microsoft Excel.
- **UI / UX Design**: Wireframe(s), Mock-Up(s), Adobe XD, Adobe Photoshop, Adobe Premier, Figma.
- **Soft Skills**: Agile Mindset, Problem-solving, Teamwork, Time Management, Resilience, Empathy.

Education

• **Conestoga College, Kitchener** **Postgraduate Degree in Web Design & Development.** **May 2021 - Aug 2022**

Skills: Information Technology, User-Interface, Responsive Web Design, Computer Science, Database Management.

• **Chitkara University, India** **Bachelor's Degree in Software Development Engineering** **July 2016 - Aug 2020**

Skills: Object Oriented Programming (OOP), Data Structures, Linux, Software Development Lifecycle.