KUSH GANDHI

TECHNICAL SUPPORT ANALYST - Technical Troubleshooting, Ticketing Systems, Diagnostics

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SKILLS

- **Programming & Scripting**: SQL, C#, PowerShell, Bash, Python (Basic), Shell Scripting.
- **Web Technologies**: HTML5, CSS3, JavaScript, REST APIs, Bootstrap, .NET Framework, JSON.
- **System Administration**: Windows Server, Microsoft 365 Admin, User Account Management, Group Policy.
- **IT Support Tools**: ServiceNow, Jira Service Management, Ticket Management, Incident Tracking.
- **Development & Testing Tools**: Git, Postman (API Testing), Application Troubleshooting, Debugging.

WORK EXPERIENCE

Customer Service Representative **November 2025 - Present**
HGS *Waterloo*

- Communicated with customers through inbound calls, resolving service inquiries for 60+ customers per shift while maintaining professional service standards.
- Took ownership of customer issues and delivered consultative solutions, prosperous resolving 85% of inquiries on the first interaction.
- Enforced collective internal systems to research service details and common issues while navigating 4+ support tools to provide accurate information.
- Assessed customer needs through active listening and troubleshooting, supporting 50+ technical and service-related requests daily.
- Documented customer interactions and issue resolutions across 70+ support cases per week while maintaining accurate service records.
- Collaborated with internal teams and supervisors to escalate complex cases, assisting in the resolution of 10+ advanced service issues weekly.

PROJECT EXPERIENCE

TimeRacer GitHub Link
Developer

- Developed a 2D racing game using C# and Microsoft XNA Framework implementing 6 interactive scenes including menu, gameplay, pause, help, and high score interfaces.
- Implemented core gameplay mechanics including player movement, obstacle generation, collision detection, and scoring system supporting 4 gameplay modules.
- Applied object-oriented programming principles to build reusable classes for vehicles, obstacles, buttons, and score tracking across 5 core components.
- Optimized the game loop and asset loading pipeline to maintain stable 60 FPS rendering across different scenes, improving gameplay responsiveness.

Elixir – Barbershop & Salon Management Platform GitHub Link
Full-Stack Developer

- Developed a web-based salon management platform enabling online booking, service browsing, and account management supporting 3 user workflows.
- Implemented secure authentication and appointment management features using ASP.NET Core and MS SQL Server handling 5 database entities.
- Designed a responsive interface with HTML5 and CSS3 while integrating payment options and notifications across 2 service modules.
- Designed relational database schema and RESTful APIs supporting booking, product, and user management while ensuring 100% data validation accuracy.

EDUCATION

Diploma in Computer Programming January 2024 - April 2025
Conestoga College, Waterloo, ON

CERTIFICATIONS

- **AWS for Beginners** - Great Learning, March 2026
- **IT Help Desk for Beginners** - LinkedIn Learning, February 2026
- **React JS** - Great Learning, October 2025