

SRIDHAR TIWARI

tiwari4002@outlook.com | 519-829-8981

EDUCATION

UNIVERSITY OF GUELPH

College of Engineering - Bachelor of Computing

Achievements: Secondary Specialization in Philosophy, Graduated with Honours

Relevant Coursework: User Experience/Interface Design, Data Analytics, Database Management/Design, Project Management, Data Structures, Accounting, Discrete Structures, Object Oriented Programming, Web-Design

WORK EXPERIENCE

Apple Store

August 2023 - Present

Seasonal Specialist

- Proficient in identifying customer needs and providing tailored solutions, along with excellent advisory and sales skills in a retail environment
- Constantly updated on product and company news, applying this knowledge effectively in customer interactions and store operations
- Adept at performing a variety of roles within the store, including visual merchandising and team support
- Committed to continuous learning and improvement, with a track record of successfully applying training to achieve individual and store performance goals

CGI Inc.

January 2023 – May 2023

Financial Consultant

- Review all CI Financial client requests for completeness and accuracy
- Process financial updates on client requests via our in-house workflow system and industry wide platforms
- Assist with automation efforts to streamline operations
- Ensure high accuracy through quality control efforts
- Engage in a team atmosphere through remote technology to stay up to date on relevant training

CGI Inc.

August 2022 – January 2023

IT Consultant

- Provide quality consulting for BMO Banking contacts regarding IT-Related issues
- Perform diagnostics, troubleshooting and resolutions
- Engaged understanding of company computer systems such as ServiceNow and Remote Connection
- Coordinating the delivery of company products and on-site technicians
- Logging and categorizing all issues within an incident management system
- Supported various clients via phone assistance/help lines with strong communication

University of Guelph

September 2020 – December 2020

Teaching Assistant

- Instructed structured weekly labs (2-3 times weekly) to aid students with supplementary understanding of class material (programming)
- Routinely graded small and large assignments for the duration of the semester
- Help office hours 3 hours a week to help students with subject material
- Answered student emails to troubleshoot system issues
- Contributed to weekly TA meetings

BestBuy

October 2019 – September 2020

Computer Specialist/Geek Squad Member

- Helped Geek Squad bench with trouble shooting MAC IOS and WINDOWS systems brought in by customers.
- Identify business areas of concern, based on analytics and customer feedback surveys
- Worked closely with management to plan and execute store plans for busy holiday seasons
- Consistently met with sales team goals for the season
- Built customer relation skills by dedicating time to help find the right computer systems and accessories

SKILLS AND INTERESTS

Technical Skills: MS Office, Figma, Python, Final Cut Pro X, C, Java, SQL, HTML, CSS, Data Analysis, Database Management/Analysis/Design

Soft Skills: Adaptability, Conflict Resolution, Organization, Reliability, Communication, Problem Solving