

PRIYANSH PARIKH

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SUMMARY

Customer-oriented IT Support Specialist with strong troubleshooting skills, hands-on customer service experience, and an advanced diploma in Computer Programming & Analysis. Skilled in resolving hardware/software issues, supporting end users, and providing clear technical guidance in fast-paced environments.

EDUCATION

Computer Programming and Analysis, Seneca Polytechnic, North York, ON Jan 2022 - Aug 2024
GPA: 3.4/4.0

SKILLS

Technical Support	Windows, macOS, iOS, Linux (Ubuntu), troubleshooting, hardware/software support
Networking	TCP/IP, DNS, DHCP, VPN, network configuration, Microsoft Azure, cloud computing
Programming	C/C++, C#, JavaScript, Python, Java, SQL, Swift
Web	HTML/CSS, React, Next.js, Node.js, Express.js, MongoDB, PostgreSQL, MySQL,
Tools	Git, VS Code, Xcode, Android Studio, Vercel, Heroku, MongoDB Compass, Resend
Soft Skills	Customer-oriented, communication, problem-solving, teamwork, leadership

EXPERIENCE

Customer Service Representative Aug 2023 - Present
Aramark, Seneca Polytechnic *North York, ON*

- Delivered customer-oriented service by handling orders, resolving inquiries, and processing payments.
- Prepared food and beverages while maintaining hygiene, safety, and quality standards.
- Maintained a clean, organized workspace through routine sanitization and restocking.
- Trained new staff on procedures, workflow, and customer service expectations.

Team Member Jun 2022 - Dec 2023
Tim Hortons *Toronto, ON*

- Provided fast, accurate customer service during high-volume periods.
- Managed high-volume operations through effective multitasking to maintain speed and quality of service.
- Supported inventory and calibration tasks to maintain operations.

PROJECTS

Club-Hub Web App (Node.js, Express.js, MongoDB, Handlebars, Multer, Express-Session) - [GitHub](#)

- Built a full-stack club management app using Node.js, Express.js, MongoDB, and Handlebars.
- Added secure authentication, dynamic pages, and image uploads with bcrypt, sessions, and Multer.
- Led the project lifecycle, coordinating sprints and version control with Git and MS Teams.

API Search Pro (Next.js, React, Bootstrap, Jotai, SWR, JWT) - [GitHub](#)

- Built a Next.js and React app that lets users search artworks by title, tag, artist, or geo-location.
- Used Jotai for state, SWR for fast data fetching, and React Hook Form for smooth form handling.
- Implemented JWT-based authentication for secure user login and protected features.

CERTIFICATES

- **Introduction to Secure Networking** — Certified by Microsoft (Feb 2025)
- **Essential Aspects of Software, Hardware, and Data Backup** — Certified by Microsoft (April 2025)
- **Cybersecurity and Privacy** — Certified by Microsoft (May 2025)
- **The Microsoft 365 Ecosystem** — Certified by Microsoft (May 2025)