

# OM PATEL

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## PROFILE

Enthusiastic and adaptable Information Technology student with a passion for learning, problem-solving, and helping others. Brings a blend of technical knowledge, creativity, and strong interpersonal skills to succeed in dynamic environments. Known for being proactive, reliable, and able to quickly grasp new concepts while maintaining a positive and professional approach.

## EDUCATION

**Bachelor of Information Technology, Business Minor**

**2023 – 2027 (Expected)**

Fairleigh Dickinson University, Vancouver, BC

**Certificates:** Figma UI/UX Design Essentials, Intro to Unity Game Design, Intro to DevOps, Intermediate Web Development, Java, HTML, CSS, Python, JavaScript.

## WORK EXPERIENCE

### Student Worker

Fairleigh Dickinson University, Vancouver, BC

**March 2024 – Present**

- Provided basic IT support to students and staff, including troubleshooting hardware and software issues on laptops, printers, and university systems.
- Assisted in setting up and configuring AV equipment, projectors, and computers for campus events.
- Design promotional materials, including posters and flyers, using Canva to advertise events and activities
- Supported network connectivity troubleshooting, including Wi-Fi setup and resolving access issues.
- Plan events on campus and actively participate in the process of implementing them, extending necessary logistical support to ensure that everything goes as planned

### Server and Front of House Staff

Nando's, North Vancouver, BC

**Jan 2023 – July 2025**

- Delivered exceptional customer service by welcoming guests, taking orders, and ensuring an enjoyable dining experience
- Built strong relationships with loyal customers through personalized interactions and attentive service
- Processed transactions efficiently, operated a POS, and resolved customer issues in a professional manner
- Troubleshoot and resolved minor POS and payment terminal issues, including restarting systems and ensuring minimal downtime during service.
- Assisted in the promotion of Nando's loyalty program; this helps to encourage repeat visits and assists in building up customer loyalty

## SKILLS

**Technical:** POS Systems, NPM, Java, Node, Python, Unity, Bootstrap, HTML, CSS, JavaScript, ReactJS, MySQL, Figma, Illustrator, Photoshop, InDesign, Office 365.

**Interpersonal:** Communication, Teamwork, Patience, Adaptability, Problem-Solving, Time Management, Conflict Resolution, Customer Service, Critical Thinking, Attention to Detail.

