Lakshay Dhawan

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SUMMARY

Computer Programming student at George Brown College with a focused expertise in software engineering, machine learning, and scalable system architecture. Experienced in full-stack development and cloud technologies, offering a comprehensive perspective on user and engineering requirements.

Engineered solutions involving microservices, REST APIs, and machine learning models to bridge the gap between complex theoretical concepts and practical applications. Developed strong communication and adaptability skills through customer-centric roles, facilitating efficiency in fast-paced environments.

Focused on advancing foundations in software engineering and machine learning via real-world project development. Dedicated to contributing to high-impact systems and pursuing continuous growth and professional excellence as a developer.

EXPERIENCE

Technical Support & Repair Technician

GeekSquad (BestBuy)   **January 2026 - Present, Brampton, Ontario**

- Diagnose and resolve multifaceted hardware and software issues across laptops, desktops, and peripherals, maintaining high system performance.
- Execute operating system deployments, secure data migrations, and system configurations to meet technical specifications.
- Manage a high-volume workload of 10–15 devices per shift, concurrently addressing multiple technical service requests.
- Utilize the Clarify Smarts ticketing system to track and manage service requests, ensuring precise documentation and workflow efficiency.
- Deliver clear technical support by translating intricate technical issues into simplified, actionable solutions for customers.

Computing Advisor

BestBuy   **March 2025 - December 2025, Brampton, Ontario**

- Assisted over 50 customers daily in locating merchandise, ensuring a positive shopping experience and increasing customer satisfaction.
- Successfully up-sold additional warranty protection and other store offers to 30% of customers.
- Averaged $1,500 in sales per hour through solution-based selling and specialized technical product expertise, consistently driving store revenue performance.
- Advised customers on laptops, networking, and peripherals, translating needs into optimized solutions.
- Consistently exceeded KPIs through strong communication and product knowledge

Chromebook Sales Specialist

Google (via Activation Services Inc.)   **October 2024 - February 2025, Brampton, Ontario**

- Engaged with customers to provide exceptional in-store experience and tailored product recommendations for Google products, enhancing customer satisfaction and brand loyalty
- Generated over $250,000 in sales during the contract period, contributing significantly to store revenue growth
- Delivered training sessions to Best Buy staff on Google product features and benefits, improving their ability to promote the brand effectively.
- Achieved the #1 national ranking for Chromebook sales across Canada during Q4, outperforming all advisors through strategic customer engagement and specialized product expertise.

Front Desk Manager

Super 8   **January 2024 - May 2024, Ajax, Ontario**

- Led and mentored a team of 10, increasing staff performance and guest satisfaction scores by 20% through continuous training and feedback.
- Oversaw billing and financial transactions with a 98% accuracy rate, maintaining fiscal responsibility.
- Boosted hotel revenue by 27% by promoting additional services and facilities.

- Connected senior management and front-line staff, improving operational efficiency.
- Managed room bookings and cancellations with 100% accuracy, reducing booking errors by 15% through close coordination with online travel agencies.

Logistic Coordinator

Angus Consulting Management Limited   **December 2021 - December 2022, Vancouver, British Columbia**

- Developed comprehensive daily work plans and guaranteed timely fulfillment of all work orders, achieving a 98% on-time completion rate.
- Streamlined inventory logistics, maintaining a 100% accuracy rate in tracking and organization.
- Led and mentored two junior movers, boosting team productivity.
- Executed meeting room and furniture moves, setups, and resets to defined configurations, resulting in a 99% client satisfaction rate.
- Performed light duties such as cleaning, garbage removal, and debris cleanup, maintaining a clean and organized environment.
- Collaborated with Building Operators and Journeyperson technicians, enhancing overall team efficiency and cohesion.

IT Intern (CO-OP)

Guru Tegh International School   **September 2018 - September 2019, Brampton, Ontario**

- Provided tier-I support and resolved tickets regarding server, desktop, printer, phone and office equipment issues for 125+ onsite and remote end users.
- Responded to inquiries in-person or via email, chat or telephone.
- Relocated users to new workstations, including moving and connecting assigned equipment.
- Assisted in network troubleshooting and problem-solving, reducing system downtime by 15% over a four-month period by utilizing diagnostic tools and collaborating with IT support teams.

EDUCATION

Advanced Diploma - Computer Programming & Analysis

George Brown College • Toronto, Ontario • 2026

Construction Maintenance Electrician

Skilled Trades College of Canada • Mississauga, Ontario • 2024

Bachelors of Civil Engineering

Queen's University • Kingston, Ontario • 2020 - 2022 (Incomplete)

CERTIFICATIONS

First Aid & CPR
Microsoft AZ-900, AZ-104
Microsoft AI-900
REMIC Mortgage License
Lockout & Tagout | WHMIS 2015 | Working at Heights

INVOLVEMENT

Operations Executive

George Brown College • Huskies eSports • November 2023 - May 2024

- Managed team schedules, practices, and tournament participation, helping the club grow to over 1,500 members.
- Developed promotional strategies, increasing social media engagement by 30% and event attendance by 20%.
- Established and maintained robust relationships with critical sponsors, leveraging negotiation skills to secure long-term deals.
- Ensure all activities adhere to college policies and esports regulations.

SKILLS

Technical Skills: Python, Programming, JavaScript, Html, CSS, Azure, Cloud, Microsoft Office, G-Suite

Skills: Communication, Problem-Solving, Time Management, Teamwork, Adaptability, Critical Thinking, Customer Service Orientation, Computer Proficiency