

DRISHTI KAPOOR

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PROFESSIONAL SUMMARY

Information Technology student with hands-on experience in technical support, software development, and web applications. Skilled in troubleshooting, full-stack development, SQL, and customer support. Experienced in resolving technical issues, building web-based systems, and working in fast-paced environments. Strong analytical, communication, and problem-solving skills with a focus on delivering efficient technical solutions.

EDUCATION

Bachelor of Technology in Information Technology

Kwantlen Polytechnic University

Expected Graduation: 2026

- GPA: 3.2 / 4.0
- Dean's Honour Roll: Fall 2024, Spring 2025, Summer 2025, Spring 2026

TECHNICAL SKILLS

Programming Languages: JavaScript, Python, Java, PHP, SQL

Frontend: HTML, CSS, React, Angular, Vue.js

Backend: Node.js, Express.js, REST APIs

Databases: MySQL, MongoDB, SQL Server

Tools: Git, GitHub, Tableau, Figma, XAMPP

Systems: Linux, Windows Server, TCP/IP, DNS, HTTP, SSL

Technical Support: Troubleshooting, Ticketing Systems, Hardware/Software Support

EXPERIENCE

Student Assistant – IT Services

Kwantlen Polytechnic University | Aug 2024 – Dec 2024

- Provided technical support to 100+ students and staff for login, software, and system issues
- Logged and managed IT support tickets using internal systems
- Diagnosed hardware and software issues to improve resolution efficiency
- Supported users with account access, system navigation, and troubleshooting

HP Representative – Best Buy Canada

HP Inc. | 2026 – Present

- Assisted customers with HP laptops, desktops, printers, and accessories
- Provided product recommendations based on user needs and technical requirements
- Explained product features, specifications, and performance
- Supported sales goals through strong product knowledge and customer engagement
- Maintained updated knowledge of HP technologies and promotions
- Delivered customer service in a fast-paced retail environment

TECHNICAL PROJECTS

Ride Share KPU – Full-Stack Web Application

- Built ride-sharing platform using PHP, MySQL, JavaScript
- Implemented user authentication and CRUD operations
- Designed responsive UI and database schema

Wallet Tracker Application

- Developed backend using Node.js, Express, MongoDB
- Built REST APIs and authentication system
- Structured database for financial tracking

SQL Data Analysis Project

- Wrote SQL queries using joins, grouping, aggregation
- Built dashboards using Tableau for insights

Web Accessibility Case Study

- Evaluated accessibility issues using WCAG standards
- Suggested UI/UX improvements for inclusivity

ADDITIONAL EXPERIENCE

- Built responsive web applications using React, HTML, CSS, JavaScript
- Developed Java and Python applications using OOP concepts
- Strong understanding of APIs, debugging, and system troubleshooting
- Experience working independently and in team environments

CERTIFICATIONS

- Data Camp: SQL Fundamentals, Intermediate SQL
- Free Code Camp: JavaScript Algorithms & Data Structures, Responsive Web Design
- Tableau Data Visualization
- CCNA: Switching, Routing & Wireless Essentials