

# Binit Budwal

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Customer service professional and web development intern with experience in logistics operations, customer-facing roles, and technical problem solving. Skilled in delivery operations, pre-trip vehicle inspections, inventory handling, and maintaining accurate records while managing high-volume workloads. Technical background includes building and improving websites, integrating APIs, and debugging web applications. Known for reliability, strong communication skills, and the ability to quickly learn and adapt in fast-paced environments.

## Education

UNIVERSITY OF MANITOBA (PRESENT)

**Computer Science, B.Sc. Major | Winnipeg, MB**

- Coursework: Calculus, Discrete Mathematics, Programming Fundamentals, and Computer Science theory.
- Developing strong foundations in problem solving, algorithms, and logical reasoning for software systems

MANITOBA INSTITUTE OF TRADES AND TECHNOLOGY (2022)

**Software Development Diploma | Winnipeg, MB**

- Completed projects using HTML, CSS, JavaScript, React, APIs, C#, .NET Core, and SQL.
- Built and debugged full-stack web applications while learning software development lifecycle and version control

ARMY PUBLIC SCHOOL (2021)

**High School Diploma | Ramgarh Cantt, India**

- Completed CBSE senior secondary curriculum with focus on mathematics and science.
- Developed strong analytical and quantitative foundation supporting later studies in computer science.

## Experience

MAY 2023 - JANUARY 2026

**Delivery Service Representative Small DZ | Gordon Food Services | Winnipeg, MB**

- Providing exceptional service to build and maintain quality customer relationship.
- Manually sorting and unloading food products and hand-wheeling them into the customer locations with the use of ramps and occasionally stairs (approx. 600 - 1000 cases/shift)

- Operating straight trucks or trailers safely and professionally to transport goods and materials over urban, short inter-urban and rural routes.
- Conducting routine pre/post-trip truck inspections and maintaining accurate records of delivery routes, temperature logs, count sheets and incident reporting.
- Performing product delivery verification at the customer location and maintaining customer invoices.

SEPTEMBER 2022 - FEBRUARY 2023

**Cashier | McDonald's | Winnipeg, MB**

- Worked at the cash register, printed receipts & handed out coupons and pamphlets.
- Recorded information, shortages and discrepancies to keep records current and accurate.
- Answered questions that customers had regarding ingredients or availability of certain food items on the menu.
- Logged and filled detailed quality control forms and paperwork.
- Helped customers through comprehensive menus and rewards apps & elderly people with kiosk screens.

OCTOBER 2022 – DECEMBER 2022

**Web Developer Intern | Bit Space Development.Ltd | Winnipeg, MB**

- Designed new and Revamped existing websites to client's need.
- Created and Integrated multiple APIs to get comprehensive data.
- Performed multiple upgrades to existing projects.
- Fixed bugs from existing websites and implemented enhancements that significantly improved web functionality and speed.
- Worked with team of Engineers and Designer to create complex website components.
- Guided corporate clients through new projects and created detailed documentation.
- Acquired the fundamentals of AI executing programs and equipment.

## Skills

- Customer service and relationship building
- Issue resolution and problem solving
- Account support and service coordination
- Customer communication (phone, email, and in-person)
- Active listening and interpersonal communication
- Time management and ability to meet deadlines
- Pre-trip and post-trip vehicle inspections
- Straight truck operation and delivery coordination
- Inventory handling and product verification
- Record keeping and documentation
- Technical troubleshooting and basic technical support
- Ability to work efficiently in fast-paced environments