

MOHIT NARGOTRA

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EDUCATION

COMPUTER ENGINEERING TECHNOLOGY – COMPUTING SCIENCE SEPT 2019 – APR 2023
Algonquin College | Ottawa, ON | Dean's Honours List | CGPA: 3.92 / 4.00

BUSINESS ADMINISTRATION - ACCOUNTING JAN 2015 – APR 2017
Algonquin College | Ottawa, ON | Dean's Honours List | CGPA: 3.92 / 4.00

PROFILE

- Creative thinker with a problem-solving mindset
- Strong technical, communication, and teamwork skills
- Thrives in fast-paced environments with excellent multitasking abilities
- Highly organized with strong time management
- Languages: Fluent in English, Hindi, Punjabi, and Urdu
- Security clearance: Secret Level II

WORK EXPERIENCE

IT ANALYST/DEVELOPER MAY 2022 - PRESENT
Canada Revenue Agency | Ottawa, ON

- Develop and manage web applications using Java, Angular.js, HTML5, CSS3, and WET 4.0, ensuring compliance with GOC web accessibility standards
- Conduct performance testing to optimize application efficiency, reliability, and scalability
- Identify and resolve accessibility issues, ensuring compliance with WCAG and government accessibility standards
- Implement DevOps practices, managing source code, builds, and deployments using Jenkins, GitHub, and CI/CD pipelines
- Utilize JIRA and Remedy for issue tracking, service requests, and workflow management
- Develop and test Angular-based user interfaces, enhancing user experience and responsiveness
- Conduct unit testing, integration testing, and system validation to ensure functionality and security compliance
- Participate in daily scrums, client meetings, and technical discussions, contributing to agile development cycles

IT INFRASTRUCTURE SUPPORT ANALYST JAN 2022 – APR 2022
Canada Revenue Agency | Ottawa, ON

- Installed, configured, and relocated workstation software and IT equipment, ensuring seamless deployment
- Provided hardware and software support for end-users, troubleshooting technical issues both in-person and remotely
- Utilized remote tools to install software and resolve IT-related concerns efficiently
- Maintained and verified network connectivity for workstations, laptops, and printers
- Documented technical support activities, issue resolution, and escalations using CRA's automated service management tools
- Ensured timely and professional support, prioritizing client needs to maintain high service standards
- Escalated unresolved issues to the appropriate teams, providing detailed documentation of troubleshooting steps
- Worked across multiple IT environments, including helpdesk, testing, local IT support, and asset management

JUNIOR PROCUREMENT OFFICER MAY 2021 – AUG 2022
Employment And Social Development Canada | Gatineau, QC

- Optimized the quarterly ordering process, developing and implementing a new system that reduced processing time from 2–3 days to just a few hours
- Utilized SharePoint to manage client orders, track requests, and generate comprehensive reports
- Served as the primary liaison with the IT team for SharePoint migration, ensuring departmental requirements were met
- Designed and launched new intranet pages for the Centralized Printing Services Department, improving internal communication and accessibility
- Developed interactive dashboards and visual reports using Microsoft Power BI, enhancing data-driven decision-making
- Assisted in handling Parliamentary Questions and Access to Information (ATIP) requests, ensuring accuracy and compliance
- Created reports to monitor government contracts related to procurement, intellectual property, and asset management
- Managed and triaged the department's generic inbox, ensuring timely responses and efficient issue resolution

JUNIOR WEB DEVELOPER SEPT 2020 – APR 2021
Natural Resources Canada | Ottawa, ON

- Developed and managed web products, creating and maintaining websites using HTML5, WET 4.0, and CSS3, ensuring compliance with web accessibility standards

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- Designed layouts and translated client concepts into functional and visually appealing web pages
- Published and maintained web content on NRCan.gc.ca using the Drupal content management system (CMS)
- Administered and updated multiple Drupal instances, supporting projects such as Small Modular Reactor Action Plans and NRCan Engagements
- Managed the web request intake process, reviewing web content documents, ensuring required assets were included, and assigning tasks to colleagues
- Monitored and responded to inquiries in the office's generic inbox, coordinating with internal and external stakeholders.
- Tracked service requests and maintained working files using the Assyst tracking tool
- Scheduled and coordinated team meetings, managed calendar invites, and documented meeting minutes for distribution to participants

BOOKKEEPER

JAN 2019 – SEPT 2019

The Bookkeeping Bureau | Ottawa, ON

- Assisted in bookkeeping, personal and corporate tax engagements under Canadian Generally Accepted Accounting Principles (GAAP) and International Financial Reporting Standards (IFRS)
- Migrated new clients' accounting data into the company's ecosystem
- Managed government remittances, filings, accounts receivables, accounts payables, and general ledger reconciliations
- Identified and resolved discrepancies, collaborating with managers
- Communicated with government agencies on tax assessments and filings
- Developed a marketing campaign for the company's website and social media
- Trained and supervised a new employee on the company's accounting system for a high-profile client
- Built strong client relationships and provided ongoing support

PAYROLL ADMINISTRATOR (CONTRACT)

JAN 2019

Rideauwood Addictions and Family Services | Ottawa, ON

- Processed payroll efficiently to help the organization catch up on outstanding payroll tasks.
- Utilized advanced Excel functions to calculate and validate payroll data.
- Ensured accurate deductions, benefits, and compliance with payroll regulations.
- Assisted with additional administrative tasks, including record-keeping and document organization, to streamline operations.
- Maintained meticulous records and resolved any discrepancies in payroll processing.

ACCOUNTING TECHNICIAN

AUG 2017 – SEPT 2018

MNP LLP | Ottawa, ON

- Assisted with compilation, review, audit, bookkeeping, and tax engagements for both personal and corporate clients
- Prepared monthly, quarterly and year-end financial statements and Notice to Reader (NTR) reports for internal and external stakeholders per Canadian GAAP and IFRS
- Managed government remittances, filings, accounts receivable, expenses, accounts payable, and payroll transactions
- Identified and resolved discrepancies by investigating issues and collaborating with managers or engagement partners
- Executed month-end and quarter-end closing processes

SKILLS

Programming: Java, COBOL, C, C++, R

Databases: SQL, Oracle DBMS, Microsoft Access, Excel

Web Development: HTML, CSS, JavaScript, PHP, Angular, WordPress, Drupal

Operating Systems: Windows 11, Linux, Mac OS, Active Directory, System Administration

Networking & Security: TCP/IP, Wireshark, Packet Tracer, VPNs, DNS

Software & Tools: Eclipse IDE, IntelliJ IDE, Visual Studio Code, SAP, Power BI, SharePoint, Remedy, VMWare

Accounting & Finance: QuickBooks, CaseWare, Simply Accounting, Tax Prep, Profile, HubDoc

Productivity & Collaboration: MS Office Suite, Teams, Slack, Zoom, OneNote, Outlook

AWARDS

- Collaboration – Small Modular Reactor (SMR) Action Plans, Communications and Portfolio Sector at NRCAN, 2020

CERTIFICATIONS / TRAINING

- Standard First Aid & CPR/AED Level C