

Kevin Dusange

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PROFESSIONAL SUMMARY

Motivated professional with a background in sales and customer service, and a soon-to-be graduate from BCIT in the Computer Information Technology program. Skilled in problem-solving, communication, and web development, with a customer-focused approach. Ready to apply my technical and interpersonal skills to contribute to innovative tech projects.

EDUCATION

British Columbia Institute of Technology (BCIT)

Est December 2025

Computer Information Technology (CIT) Diploma

Vancouver, BC

- Completed many hands-on projects using Agile Methodologies to create web applications and databases by collaborating on software development teams
- Created a response web application using Node.js, utilized git for version control, and used MySQL for the backend database.
- Gained hands-on experience in networking concepts such as TCP/IP, DNS, DHCP, VLANs, and network security, configuring and troubleshooting network systems to ensure optimal performance and security.
- Developed proficiency in Linux system administration, including managing servers, configuring user permissions, and automating tasks using shell scripting

Kwantlen Polytechnic University (KPU)

July 2023

Business Administration Diploma

Vancouver, BC

- Studied core business concepts to gain knowledge in marketing, finance, accounting, and management and developed leadership and teamwork skills through group projects and case studies.

WORK EXPERIENCE

Oasis Windows

January 2020 – July 2023

Sales Representative

Surrey, BC

- Performed POS (point of sales transactions) and merchandising tasks, such as receiving shipments of products and preparing them for the sales floor.
- Ensured that each customer received outstanding service by providing a friendly environment, which included greeting, acknowledging and re-approaching every customer and all other aspects of customer service.
- Engaged with potential clients through daily sales calls and follow-ups to create a steady pipeline of clients and to maintain repeat customers.

AnyJunk Ltd

October 2018 – December 2019

Customer Service Representative

Surrey, BC

- Provided exceptional customer support through phone, email, and live chat, resolving inquiries and issues with a 95% satisfaction rate.
- Managed high-volume customer interactions, demonstrating strong problem-solving skills and maintaining a professional and empathetic demeanour in challenging situations.

CERTIFICATIONS, SKILLS & INTERESTS

- **Certifications:** Working on CompTIA (A+, Net+, Sec+), Cisco CCNA
- **Hard Skills:** HTML, CSS, JavaScript, Python, Bash, MySQL, MongoDB, Linux, Networking, Scrum, Git, Flask
- **Soft Skills:** Problem-Solving, Team Player, Time Management, Attention to Detail, Critical Thinking, Customer Service, Organizational Skills, Continuous Learning
- **Interests:** Weightlifting, Traveling, Fishing, Hiking, Working on personal projects, Community Volunteer Work