

Gradi Mbatika

Lethbridge, AB | 403-929-4724 | kasitambatika@gmail.com

Skills & Achievements

- Over four years of customer service and teamwork experience in retail and food production
- Maintained composure in high-pressure situations when dealing with technical or customer concerns
- Successfully worked in a highly regulated environment where teamwork, punctuality and efficiency are regularly evaluated
- Balanced two part-time positions while pursuing full-time college education
- Achieved honorary status twice during post-secondary studies
- Developed problem-solving skills through the application of algorithmic techniques
- Practiced HTML, Linux, PHP, SQL and C++ to build foundational skills in software development
- Fluently speak English and French

Experience

GES PICKER/SHIPPER/RELIEF DUOSYS OPERATOR

PepsiCo | Lethbridge, AB

05/2022 to CURRENT

- Contributed in accurate order fulfillment through effective picking and packing processes
- Aided in identifying and resolving technical issues to maintain production flow
- Upgraded into a higher role to inspect and troubleshoot machine and conveyor belt problems

GROCERY CLERK

Wholesale Club | Lethbridge, AB

06/2021 to CURRENT

- Restocked shelves and organized products for improved visibility
- Assisted team members in enhancing customer service by addressing inquiries and resolving issues
- Received and unloaded trailers of grocery items to support efficient warehouse operations

Information Technology Intern

Home Hardware | Cardston, AB

06/2024 to 07/2024

- Collaborated with management and team members to develop and implement IT solutions that optimized overall system functionality
- Led troubleshooting efforts for hardware and software challenges
- Analyzed information to develop solutions and enhance networking capabilities, resulting in comprehensive documentation

Education

Computer Information Technology

Lethbridge College | Lethbridge, AB

09/2021 to 04/2024

High School Diploma

Lethbridge Collegiate Institute | Lethbridge, AB

09/2016 to 06/2020

Academic Awards

- McLeod Family Chiropractic PE 20 Award (2019)

- Munchies Food Service Mathematics Award 20-3 (2019)
- Munchies Food Service Computer Science Award (2019)