

## **Gagandeep Singh**

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### **WORK EXPERIENCE**

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#### **Enterprise support Analyst**

**April 2017-Present**

**Sutherland Global services, Windsor, ON**

- Provided case bond solutions for complex infrastructures of BlackBerry Enterprise servers and Databases
- Diagnosed network problems involving combination of hardware, software, power and communication
- Worked on corporate networks, enterprise management consoles as well as android, iOS and windows applications and its functionalities
- Researched and resolved the cases with latest gadgets and environment
- Collaborated with multiple IT admins simultaneously in the tech-meetings via phone and via remote access sessions
- Reviewed debug level log files, maintained records and followed-up customers within time-limits according to internal procedures
- Provided technical training to new employees before and after they were put on the floor

#### **Ecommerce Developer (Internship)**

**Oct 2016- Dec 2016**

**Scouts Canada, Windsor, ON**

- Managed, Developed and Deployed ecommerce webpage using Wordpress themes, plugins, HTML, CSS and JavaScript
- Designed textual and graphical content including product illustrations for the website
- Transitioned content from old website to a new ecommerce website
- Managed complete project individually.

#### **Web developer**

**Dec 2014 - Dec 2015**

**Idea Cellular Limited, Jalandhar, India**

- Maintained and updated HTML/CSS templates on a regular basis and as required for content updates
- Assisted in planning and implementing dynamic and online electronic commerce applications.
- Conducted layout design and construction for a variety of websites as assigned.
- Provided technical support to other web design team members as directed.
- Coordinated work assignments to achieve milestone deadlines

### **PROFILE**

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#### **Interpersonal skills**

- Encouraging attitude with strong positive capability to inspire others
- Excellent verbal and written communication skills in three languages
- Well organized and detail oriented, because of administrative experience
- Aligned to work in stressful situations as doing 2 jobs and master degree simultaneously

#### **Technical Expertise**

- Programming Languages : C++, HTML, CSS, Basics of Java Script
- Softwares : Jira, Salesforce, MS office (Word, Excel, PowerPoint)

- Skill expertise : Troubleshooting IT systems, Ecommerce development, Logistic management, Web development (WordPress/HTML/CSS/Javascript/Bootstrap)

## EDUCATION

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**Master of Engineering (Electrical and Computer )**  
University of Windsor, Windsor, ON

**Jan 2016 – Dec 2016**