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HARSHDEEP SINGH

IT Support specialist

KEY COMPETENCIES

Windows 10 Troubleshooting	Remote Desktop Tools	Ticket Logging & Issue Tracking
Office 365	Hardware Setup & Installation	Email & Chat Support
Active Directory	Basic Networking	Problem Solving & Multitasking

PROFESSIONAL EXPERIENCE

1. IT Support
Freelance

- Set up Windows PCs with standard software and hardware configurations.
- Simulated help desk ticketing system to practice issue logging and resolution workflows.
- Used AnyDesk to simulate remote support tasks in a home lab environment.
- Practiced troubleshooting OS and Office 365 issues through self-guided labs.

2. Front Desk Receptionist   Toronto, ON
Thomson Reuters Global HQ

- Provided email and chat support, addressing client inquiries efficiently — demonstrating strong communication and ticket-like resolution skills.
- Managed data using internal systems and tools, showcasing comfort with digital platforms and data handling.
- Coordinated meeting technology (e.g., scheduling tools, video conferencing), similar to IT support tasks.
- Handled multitasking in a high-paced environment, aligning with help desk workflow.

3. Security Personal   Toronto, ON
Allied Universal Security Services

- Monitored systems (e.g., CCTV, entry systems) — shows familiarity with tech-based tools.
- Reported incidents and maintained accurate logs — attention to detail & written communication.
- Resolved customer issues calmly — strong problem-solving and interpersonal skills.
- Supported site safety operations — responsible, punctual, and team-oriented.

EDUCATION

Computer Programming Diploma   Toronto, ON
Seneca Polytechnic

- Developed and debugged full-stack applications using Java, C++, Python, and JavaScript, gaining hands-on experience with both client-side and server-side technologies.
- Designed and managed relational databases using SQL and Oracle, with emphasis on secure data storage, integrity, and real-time access.
- Gained practical knowledge of Windows, Linux, and UNIX operating systems, including software installation, scripting, and basic system administration.

PROJECTS

DevVizr.com   Toronto, ON
Founder and Developer

- Developed DevVizr, a developer stats visualization platform featuring ultimate data insights from GitHub and LeetCode APIs.
- Implemented backend with Python Flask and used MongoDB Atlas for scalable, cloud-based data storage and user data management.
- Integrated user authentication and authorization for secure access.
- Created a clean, user-friendly interface using Vue.js and PrimeVue to deliver dynamic and interactive visualizations.