

Jaswinder (Jazz) Kaur

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Personal Profile

As an experienced **IT Coordinator** and certified **Scrum Master/Product Owner**, Jaswinder Kaur operates at the intersection of technology and business results. She brings a robust history of managing IT infrastructure and performing complex data analysis, backed by over eight years of experience. She is focused on applying this strategic, agile mindset to **Full Stack Web Development**, aiming to deliver secure, cohesive, and business-aligned software solutions.

Professional Summary

- **Agile & Product Delivery:** Expertly apply **CSM** and **POPM** principles to manage backlogs, define roadmaps, and facilitate cross-functional teams, ensuring project execution aligns with strategic program goals.
- **Full Stack Development:** Actively mastering front-end (**React, Python**) and back-end (**SQL, Firebase**) development, positioning me to transition from IT coordination to full-scale solution building.
- **Secure Infrastructure:** Proficient in designing custom IT systems, streamlining workflows, and delivering **Tier 1/2 support**, complemented by foundational knowledge in **Microsoft SOC** concepts for enhanced security awareness.
- **Integrated Leadership:** Highly commended for collaborative communication and a proactive, **growth-oriented mindset**, utilizing the resilience and positive energy of a **Yoga and Laughter Leader** to motivate teams and resolve complex issues.

Tech Stack & Skills

Programming Languages: SQL, Python, React, PowerShell Scripting, Python, Figma, HTML, CSS, Bootstrap, JavaScript, jQuery

Operating Systems: Windows, Android, iOS, Mac OS, Linux

Security Tools: Cloud Apps, Purview, Endpoint, Identity, Microsoft Sentinel

Applications & Tools: Microsoft Excel, Azure Sandbox, Git, Firebase, Cypress End-to-End, Testing, and Power Platform

AI Fundamentals: Prompt Engineering & Output Evaluation, Creating responsible generative AI, solutions, Microsoft Security Copilot (Copilot in Defender XDR, Purview, Entra, Intune and Cloud)

Project Management Fundamentals: Agile, Waterfall, Scrum, Kanban, Trello

Skills: Information security, Malware Analysis, Network Monitoring, Threat Detection, Incident Response, Time Management, Problem Solving, Teamwork and Creativity

Professional Experience

IT Coordinator

Apr 2024 – May 2025

Momentum Economic Development Society | Calgary, AB

- Provided Tier 1–2 support for 70–80 users by resolving Windows and M365 issues, managing user lifecycles, and securing access via AD and M365 Admin Centre, ensuring uninterrupted operations and data security
- Automated imaging software deployment, and workflows using PowerShell, Power Automate, and PlumSail, streamlining IT operations and reducing manual tasks.
- Maintained IT asset inventory, supported AV/classroom technology, and coordinated vendor services, ensuring readiness and alignment with organizational goals

Technology Administrator

Apr 2023 – Mar 2024

Momentum Economic Development Society | Calgary, AB

- Resolved tech issues across hardware, software, and networks, ensuring smooth operations and minimal downtime
- Managed device setup and onboarding teams while managing Jira queues with high resolution rates
- Boosted collaboration and event delivery through Microsoft Forms, PowerApps, and AV/meeting tech, earning 99% satisfaction

Program Administrator

Mar 2021 – Mar 2024

Momentum Economic Development Society | Calgary, AB

- Delivered intake, registration, and participant support across multiple programs, ensuring compliance and meticulous recordkeeping
- Coordinated events including workshops and graduations; strengthened community engagement by representing the organization at outreach functions
- Maintained and audited databases and financial systems; provided technical support for D2L, SharePoint, Microsoft 365, and AV tools to streamline onboarding and training operations

AI Support Specialist

Nov 2020 – Feb 2021

Braintoy | Calgary, AB

- Diagnosed and resolved mIOS integration bugs, stabilizing the platform and improving system reliability
- Developed and supported chatbot models and go-live activities, enhancing user interaction and platform engagement and updated the knowledge base, streamlining data use and improving efficiency for support and development teams

Data Analyst

Apr 2017 – Oct 2018

Global Logic Technologies – Google Onsite | Gurgaon, India

- Delivered timely and high-quality project outputs by proactively engaging in cross-functional discussions and streamlining workflows for improved efficiency
- Appreciated for crafting QA revert summaries that improved clarity and alignment across teams, reducing follow-up queries by 30%

Facilitator & Customer Service

Feb 2014 – Nov 2016

International Fashion Academy | Gurgaon, India

- Facilitated fashion illustration course and managed high-volume customer engagement, while training new staff and negotiating with vendor to achieve 30% reduction in operational cost

Volunteer Experience

Mindfulness | Yoga Facilitator

Apr 2024 – Sep 2024

Momentum | Calgary, AB

- Led volunteer yoga sessions to support physical and emotional well-being, fostering inclusivity and mindfulness

Women Owned Narratives | Calgary, AB

Mar 2023

- Invited as a [panelist](#) at Women Owned Narratives during International Women's Day to share my lived experience and motivation for empowering women through storytelling, resilience, and community support

Education & Certifications

Full Stack Web Development- Women in Technology | Making Changes

Apr 2026

Microsoft SOC - Microsoft

Nov 2025

Career Essentials in Cyber Security - Microsoft and LinkedIn

Aug 2025

Certified SAFe 6 Product Owner/Product Manager - Scaled Agile Framework (Safe)

Jun 2025

Certified Scrum Master - Scrum Alliance

Jan 2022

Networking and Cloud Technology - CompTIA Network + and A+ | IBM Cloud

Jun 2020

B.Sc.(H) Computer Science - Delhi University | Delhi, India

May 2012