

# SIMRANDEEP KAUR

Winnipeg, MB | [deep47simran@gmail.com](mailto:deep47simran@gmail.com) | (431) 720-1711 | [linkedin.com/in/simrandeep17/](https://www.linkedin.com/in/simrandeep17/)

## TECHNICAL SKILLS

- **Programming Languages:** Python, Java, SQL, JavaScript, HTML/CSS, C#, PHP
- **Data Analysis & Visualization:** Power BI, Tableau, Advanced Excel (data fetching, data cleansing)
- **Database Management:** PostgreSQL, MySQL, BigQuery, MS SQL Server
- **Advanced skills in Microsoft Office Suite:** Word, PowerPoint, Excel, Visio, Outlook, SharePoint, Access
- **Soft Skills:** Interpersonal Skills, Communication, Problem-Solving, Team Collaboration, Active Listening

## CERTIFICATIONS & AWARDS

- **Dean's Honor List-** University of Winnipeg, 2024
- **Google Data Analytics Professional Certificate**
- **Software Testing and Automation (In Progress)**

## EDUCATION

- **BSc in Applied Computer Science** **2022-2024**  
University of Winnipeg, MB, CA GPA: 3.675

## PROJECTS

- **MediTrack–Hospital Management System**
  - Developed an innovative Java-based product to manage patient and doctor information, improving operational efficiency.
  - Implemented features such as patient registration and appointment scheduling using SQL, enhancing system performance
- **Movie Recommendation System**
  - Developed and deployed a content-based movie recommendation system using collaborative filtering techniques to suggest personalized movie options.
  - Utilized libraries like Pandas and NumPy for data preprocessing, feature engineering, and model development.
  - Conducted exploratory data analysis to understand user preferences and trends, improving recommendation accuracy by 25%.

## EXPERIENCE

- **Contributor (Outlier AI)** **Oct-2024 – Present**
  - Evaluated and tested AI-generated code to ensure its quality, stability, and functionality.
  - Collaborated with cross-functional teams to provide actionable feedback that enhanced AI algorithms and system robustness.
- **Operational Specialist (SkiptheDishes)** **Sept 2023- Feb 2024**
  - Delivered technical support via chat, email, and phone, resolving inquiries with 95% first-contact resolution.
  - Assisted users on system navigation and troubleshooting, reducing escalation rates by 15%.
  - Collaborated with the operations team to identify and resolve recurring technical issues, leading to a 20% improvement in system reliability.
- **Store Supervisor (Shawarma Khan)** **July 2022- Oct 2024**
  - Managed daily store operations, including inventory control, staff scheduling, and customer service excellence.
  - Trained and mentored team members to improve efficiency and customer satisfaction, achieving a 15% increase in sales.
  - Resolved customer complaints promptly while maintaining a high level of satisfaction and retention.