

## Parmeet Singh Ghai

Customer Service Representative With  
5+ Years Work Experience & Freelance  
Software Developer

Age: 36

Phone: +91-9871287905

Email: [parmeet.s.ghai@gmail.com](mailto:parmeet.s.ghai@gmail.com)

Website: <https://parmeetsinghghai.github.io>

Address: Bijwasan, Dwarka New Delhi - 110061

Open to Relocate: Yes

Freelance: Available

### Personal Skills

#### ➤ Excellent Communication Skills

Ability to Deal With Both B2C and B2B Clientele via Phone, Email and Chat and Ensure Successful Communication Every time by Active Listening, Building Rapport and Trust and Showing Clarity in My Ideas and Solutions.

#### ➤ Creative Thinking

Ability to Make Critical Decisions in Stressful Situations.

#### ➤ Self Motivated

Make Use of Every Opportunity to Take on New Challenges and Learn on My Own.

#### ➤ Planning and Organizing

Refined Planning and Organizational Skills that Balance Work, Team Support and Ad hoc Responsibilities in a Timely and Professional Manner.

#### ➤ Team Player

Enjoys Sharing Knowledge and Encouraging Development of Others to Achieve Specific Team Goals.

### Work Experience

**2008 - 2012**

**Client Technical Support Associate**  
**Dell International Services Pvt Ltd**

- Provided Efficient and Consistent Technical Support to Dell's U.S based B2C Clientele via Phone on Issues Related to Dell Branded Computer Hardware ranging from Laptops and Desktops to Printers, Scanners and Other Multimedia Devices.
- Got Promoted to the Position of Technical Support Expert (Grade: A5) within 2 Months of Joining the Company.
- Moved up to Dell's Premium Fee Based Support Called "Dell Solution Station" where Supported Customers on all Kind of Computer Hardware and Software Related Issues Including OS Re-installation, Virus Removal, Email and Printer Setup, 3<sup>rd</sup> Party Software Installation etc.

**2007 - 2008**

**Senior Associate**  
**Wipro BPO Pvt Ltd**

- Started Work as an Associate in Dell Expired Hardware Warranty Support (EWS) where Provided Efficient and Consistent Technical Support to U.S Based B2C Clientele on Dell Branded Hardware Issues.
- Got Promoted to Senior Associate and Started Working in Active Warranty Support Which involved Troubleshooting Dell Branded Hardware and Software Both.

### Professional Skills

C# Programming Language 100%

Dot Net Framework 4.8 95%

C++ Programming Language 100%

Data Structures & Algorithms 100%

Python Programming Language 70%

HTML 90%

### Projects

**PSGDriveSync**

Website: <https://parmeetsinghghai.github.com/psgdrivesync>

Github: <https://github.com/ParmeetSinghGhai/PSGDriveSync>

- Allows Files and Folders to be Synced between Your Computer and Multiple Google Drive Accounts at the Same Time. Provides Ability to Encrypt files with AES-256 Encryption Standard and Filter out Files and Folders during Automated Syncing.
- Based on Dot Net Framework 4.8 / C#.
- Main Features Include AES-256 Encryption Standard for Files and Database, Conditional Automated Syncing with Filters, Perform Real Time File Operations, Authenticity and Integrity Check for Encrypted Data using HMAC-SHA256.

JavaScript	90%
SQLite Database	60%
OpenGL Graphics API	80%
Blender - 3D Computer Graphics	100%
GIMP - GNU Image Manipulation	50%
Unity Game Engine	40%

### DoomBuggies-3D-Game

Github: <https://github.com/ParmeetSinghGhai/DoomBuggies-3D-Game>

- Its a Simple 3rd Person Shooter 3D Game that can be Both Fun and Challenging to Play.
- Based on OpenGL Graphics API 4.6 / C++.
- Uses the "Where's Waldo" Kind of Effect to Make the Game Play Difficult and Contains Time Based Difficulty where the Longer You Take to Kill Your Enemies the Faster they Get.

### PSG Password Manager

Git Hub: <https://github.com/ParmeetSinghGhai/PSGPasswordManager>

- Creates Cryptographically Strong Passwords either for One Time Use or for Storage into "Vaults" which are Encrypted With AES-256 Encryption Standard.
- Dot Net Framework 4.8 / C#.
- Creates Cryptographically Secure Passwords, Allows Passwords to be Stored in "Vaults" Encrypted With AES-256 Encryption Standard, Each "Vault" has its Own Master Key ,Camouflage your "Vault" by adding a lot of Dummy / Random Vaults and Auto Type Passwords in any Window.

## Languages

Hindi	Native (ILR Level 5)
English	Full Professional Proficiency (ILR Level 4+)
Punjabi	Basic (ILR Level 3)

## Education

**2016 - 2021**

### Master Of Computer Application

Lovely Professional University, Phagwara, Punjab  
CGPA 8.15%. Equivalent Percentage 73.35%. First Division

**2014**

### Foundation Level Certification in Software Testing

International Software Testing Qualifications Board  
Passing Percentage of 75%.

**2006 - 2010**

### Bachelor Of Computer Applications

Guru Gobind Singh Indraprastha University, Dwarka, Delhi  
CPI 66.42%. First Division.

## Hobbies & Interests

- Playing & Reviewing Video Games
- Game Development & Coding
- 3D Modelling with Blender
- Binge Watching TV Shows
- Listening to Music & Podcasts
- Keeping Fit with Physical Exercise

**2004**

### C.B.S.E 12th Grade

Guru Harkrishan Public School, Punjabi Bagh, New Delhi  
Passing Percentage of 66%.

**2002**

### C.B.S.E 10th Grade

Guru Harkrishan Public School, Kalkaji, New Delhi  
Passing Percentage of 73%.