Parmeet Singh Ghai

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

Age: 36
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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 Report 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, 3rd 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

Skill	Level
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.

Skill	Level
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
GitHub:https://github.com/ParmeetSinghGhai/PSG-Password-Manager

- 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 and provides the option of "Smoke Screen" which adds a lot of Dummy / Garbage Vaults.

Languages

Language	Proficiency
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 73.35%.

2006 - 2010
Bachelor Of Computer Applications
Guru Gobind Singh Indraprashtha 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%.