|  |  |
| --- | --- |
| **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** | **Work Experience** |
| * **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. | **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** | **Projects** |
| |  |  | | --- | --- | | C# Programming Language | 100% | | |  |  | | --- | --- | |  |  | |  | | Dot Net Framework 4.8 | 95% | | |  |  | | --- | --- | |  |  | |  | | C++ Programming Language | 100% | | |  |  | | --- | --- | |  |  | |  | | Data Structures & Algorithms | 100% | | |  |  | | --- | --- | |  |  | |  | | Python Programming Language | 70% | | |  |  | | --- | --- | |  |  | |  | | HTML | 90% | | |  |  | | --- | --- | |  |  | |  | | JavaScript | 90% | | |  |  | | --- | --- | |  |  | |  | | SQLite Database | 60% | | |  |  | | --- | --- | |  |  | |  | | OpenGL Graphics API | 80% | | |  |  | | --- | --- | |  |  | |  | | Blender - 3D Computer Graphics | 100% | | |  |  | | --- | --- | |  |  | |  | | GIMP - GNU Image Manipulation | 50% | | |  |  | | --- | --- | |  |  | |  | | Unity Game Engine | 40% | | |  |  | | --- | --- | |  |  | |  | | **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.   **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** | **Education** |
| |  |  | | --- | --- | | Hindi | Native (ILR Level 5) | | |  |  | | --- | --- | |  |  | |  | |  |  | | English   |  |  | | --- | --- | |  |  | | Full Professional Proficiency (ILR Level 4+) | |  |  | | Punjabi | Basic (ILR Level 3) | | |  |  | | --- | --- | |  |  | |  | | **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%. |