PARMVIR SINGH

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VALUE PROPOSITION STATEMENT

Accomplished Platform Manager with experience optimizing performance and fostering cross-functional collaboration. Proficient in facilitating seamless integration and interoperability across multiple products. Known for leading successful platform upgrades and migrations, ensuring minimal user impact and facilitating seamless transitions for new features. Adept at bridging technical and non-technical stakeholders to deliver impactful outcomes and ensure sustained growth for both business and customers. Committed to driving continuous improvement and maximizing value delivery through strategic planning and execution of product upgrades and enhancements.

SKILLS

Platform Management | Cross-Functional Collaboration | Python | Agile | Scrum | SQL | Django | Test Planning | Embedded Systems | RESTful APIs | Windows API | C/C++ | Wireshark | E-commerce | Recommendation Systems | Raspberry pi | Sensor Integration | Database | Networking | Data Science | Bug Management | Project Management | Quality Assurance | Risk Assessment | Project Planning | Compliance and Security Awareness | Training and Development | Team Coordination | Task Prioritization | Problem-solving | Root Cause Analysis | Issue Tracking | Attention to Detail | Organizational Skills | Technical Competence | Adaptability to Change | Release Management | Roadmap Development | Leadership | Communication (Written and Verbal) | Documentation |

EMPLOYMENT HISTORY

♻ Platform Manager, HCL Technologies | Google   Jan 2022 — Present

- **Implemented** bug management strategies and triaging processes for Google's Nest platform, resulting in a 20% reduction in bug resolution time decreasing from 10 days to 8 days.
- **Led** the automation of the bug triage process, streamlining the identification, categorization, and prioritization of reported issues, which reduced manual efforts by 200 hours per month.
- **Spearheaded** the continuous development and sustainability of Google Nest speakers, Chromecast, and display devices, resulting in the release of 12 major firmware updates over 18 months.
- **Facilitated** cross-functional collaboration between engineering, QA, and product management teams, resolving over 4,000 bugs and stabilizing platforms through designated task forces.
- **Managed** 5 platform upgrades and 2 migrations, minimizing user impact and ensuring smooth transitions for new features, achieving over 500,000 users successfully migrated with minimal disruption.
- **Bridged the gap** between technical and non-technical stakeholders, guiding effective communication and collaboration to ensure alignment and success across all aspects of the project.
- **Orchestrated** and adapted meeting format and frequency based on project needs and team dynamics, while leading meetings, thoughtfully preparing agendas, and facilitating discussions.
- **Presented** project updates, metrics, and KPIs to senior management, demonstrating the impact of bug management strategies and platform improvements.
- **Assessed** and **updated** documentation to reflect platform changes, new features, and user requirements, resulting in a reduction in onboarding time for new team members by 2 weeks and improved overall team efficiency.

♻ Software Engineer, HCL Technologies   Jan 2021 — Jan 2022

- **Demonstrated** a 30% reduction in application crashes and achieved a 95% customer satisfaction rate by utilizing root cause analysis, addressing user feedback, and cross-functional collaboration.
- **Constructed** multiple projects utilizing Python and consistently delivered tasks on time, maintaining a 90% on-time delivery rate.
- **Developed** unit tests for over 20 features using pytest library, ensuring robust code quality and functionality.
- **Engaged** in Agile/Scrum methodologies, actively participating in sprint planning and daily stand-ups to drive project progress and team collaboration.
- **Contributed** to database development projects by executing basic SQL queries and utilized Django's built-in authentication system for user management and access control.
- **Executed** comprehensive test plans, carefully identifying and resolving software defects to enhance product reliability, reducing defect leakage by 30%.
- **Maintained** meticulous technical documentation, including API documentation and code comments, to ensure clarity and facilitate seamless collaboration among team members.

✠Embedded Systems Engineer, Network Sound   Oct 2019 — Jan 2021
- **Assisted** in designing and implementing software of embedded systems for the professional and consumer audio market using an esp32 microcontroller.
- **Collaborated** in developing and launching a web application using Python for audio products for user-friendly operations, resulting in 15% increased sales.
- **Engineered** user interface components using HTML, CSS, and JavaScript to facilitate seamless control of audio systems.
- **Integrated** backend functionalities using C/C++ to handle analog-to-digital conversion and audio system control logic.
- **Conducted** thorough testing and debugging to identify and resolve frontend and backend issues promptly.
- **Documented** the user interface design and functionality for future reference and maintenance purposes.
- **Utilized** JSON framework for efficient data exchange between frontend and backend, ensuring smooth communication for an AWS database running PostgreSQL.
- **Programmed** a GUI using Windows API in C/C++ to make test runs on development boards easier and sufficient, making test runs 45 seconds faster than before.
- **Developed** and **managed** an E-commerce website using Django and PostgreSQL, implementing and maintaining the database schema to ensure efficient data storage and retrieval.
- **Demonstrated** expertise in handling application development life and software development on multiple projects.

PROJECTS

✠Recommendation System
- Utilized rank-based and collaborative filtering-based systems, along with intricate strategies such as user-based and item-based approaches, to enhance recommendation accuracy.
- Incorporated matrix factorization techniques, leading to a 25% reduction in recommendation errors and a 15% improvement in system performance.
- Presented precise conclusions while offering actionable insights critical for refining the effectiveness of the recommendation engine in a business setting.
- Integrated user feedback and iterative improvements to continuously enhance the relevance and effectiveness of the recommendation system.
- Evaluated the effectiveness of various recommendation strategies through experimentation and A/B testing methodologies.
- Demonstrated expertise in data preprocessing, featuring engineering, and model evaluation techniques as part of the recommendation system development process.

✠Autonomous Hydroponics Greenhouse
- Led a 4-member team in designing, developing, evaluating, and managing an autonomous plant growing system using hydroponics, resulting in a 15% increase in plant yield efficiency.
- Implemented various sensors using Raspberry Pi to collect and remotely transfer crucial data such as temperature, humidity, and pH into a database, enhancing real-time monitoring and control capabilities.
- Implemented motor-driven systems to accurately dispense liquid nutrients to the plants, ensuring optimal growth conditions.
- Managed complex hardware, software, and network issues, resulting in a 20% reduction in system downtime and facilitating uninterrupted operations.
- Prepared detailed reports summarizing and analyzing issues for documentation, contributing to improved troubleshooting efficiency and reliability.

EDUCATION

✠California State University, Sacramento | *Bachelor of Science in Computer Engineering*
- President of Sacramento Sikh Society: Led and organized various community events and initiatives, fostering cultural awareness and inclusivity.
- Member of the Society of Women Engineers: Engaged in networking and professional development opportunities, promoting diversity in engineering.

✠MIT Schwarzman College of Computing | *Data Science and Machine Learning Certificate*
- [*Mit Data Science And Machine Learning: Making Data Driven Decisions Certification*](#)