

Contact

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(LinkedIn)

Top Skills

Pandas
NumPy
Matplotlib

Languages

English (Native or Bilingual)
Hindi (Native or Bilingual)
Punjabi (Native or Bilingual)
French (Limited Working)

Certifications

Diplôme d'études en langue française (DELF) A1-B1
Microsoft Azure Fundamentals AZ-900
Infosys Certified Python Associate
Managing Jira Projects
Learning Power BI Desktop

Honors-Awards

Best Team - Project Excellence Award

Jaspreet Kaur

Aspiring AI/ML Engineer | Python, NLP, LLMs, RAG, SQL | Building Scalable, Real-World AI Solutions | Former AI Engineer Co-op @ AAFC, Government of Canada
Greater Toronto Area, Canada

Summary

AI & Software Engineer with 4+ years of experience building scalable applications and AI-driven solutions. Specialized in computer vision (YOLOv8, Roboflow), Streamlit applications, and machine learning pipelines, including automating data processing tasks with OpenAI GPT-4o mini. Experienced in creating interactive Power BI dashboards and optimizing business processes. Proven ability to collaborate with cross-functional teams and deliver high-quality, impact-driven solutions.

Tech Stack:

Programming & Frameworks: C, Java, Python, Streamlit, Django, React JS, NumPy, Pandas, Matplotlib, TensorFlow, Keras, Scikit-learn

AI & ML: Machine Learning, Neural Networks, NLP, Deep Learning, LLMs, Computer Vision (Ultralytics YOLOv8), RoboFlow (Data Labelling)

Databases: MySQL, Oracle SQL, SQL Server, PL/SQL, MongoDB, Google Firebase

Operating Systems: Windows, Linux/Unix, macOS

Tools & IDEs: Git, GitHub, Splunk, Slack, Kaggle, Jupyter Notebook, Google Colab, Tableau, Power BI, Excel

Methodologies: Agile, Scrum, Jira, SDLC

Cloud: AWS Athena, Microsoft Azure (Azure DevOps, Azure ML, Azure Document Intelligence, Azure OpenAI Service)

Experience

Concentrix

1 year

Technical Support Advisor III

October 2025 - Present (5 months)

Ontario, Canada

- Provided timely resolution through Salesforce CRM, ensuring 95% SLA compliance and improved customer satisfaction
- Conducted risk assessments, qualified and troubleshoot cases, escalating only verified issues to higher internal resources, streamlining workflows and improving solution effectiveness by over one-third

Technical Support Advisor II

March 2025 - October 2025 (8 months)

Ontario, Canada

- Optimized customer relationship management by leveraging Salesforce for case management, enhancing issue resolution accuracy by more than 80%
- Developed dashboards and OLAP-style reporting in Salesforce Connex for KPIs (daily follow-ups, overdue tasks, open tickets), cutting manual reporting efforts on Excel sheets by 98%

Agriculture and Agri-Food Canada/ Agriculture et Agroalimentaire Canada

AI Developer

May 2024 - August 2024 (4 months)

Canada

- Developed an object identification app using YOLOv8 and Roboflow, integrated with Streamlit and Azure DevOps ;boosting accuracy by 40%.
- Applied OpenAI GPT-4o mini models for automating Table extraction from Pdfs; received Microsoft Azure OpenAI Hackathon Badge by Microsoft Americas Azure Team.
- Leveraged Azure services and project management for automation, and doubled project tracking efficiency by creating a Power BI dashboard at user and department level.
- Conducted thorough research on Signal Detection platform and understand various tools & technologies - GraphDb, Azure Services, NPL, Ontologies, Knowledgeable Graph

Infosys

3 years 8 months

Technology Analyst

September 2022 - March 2023 (7 months)

- Focused on gathering requirements and translate business requirements into comprehensive technical documentation and monthly reports

- Led a 12+, managed technical infrastructure, facilitated knowledge transfer to juniors, and updated documentation regularly
- Performed ETL tasks and eliminated database-related errors by two-thirds through the implementation of MS SQL and application programming scripts(python), enhancing customer data records was recognized with the Best Team - Project Excellence Award
- Ensured completion of all stages of Software Development Lifecycle (SDLC) and adhered to Scrum practices (Agile methodology) , meeting tight deadlines; reduced time spent by more than half.

Senior System Software Engineer

October 2021 - September 2022 (1 year)

- Configured and tested software application, leveraging Excel, RESTful APIs and Python, automated data processing tasks and saved team 15 hours per week.
- Automated data processing tasks, saving the team 15 hours per week.
- Enhanced database performance and data quality through innovative strategies, reducing processing time by more than half.

System Software Engineer

August 2019 - September 2021 (2 years 2 months)

- Implemented Unix command line operations for performance tuning, optimizing FSU, CPU and memory with more than half reduction in CPU utilization resulting in 99% up-time for production systems.
- Collaborated extensively with multiple teams Network/SE/GE, application development and implemented technical solutions led to a notable halving reduction in issue resolution.

Infosys

Intern

January 2019 - May 2019 (5 months)

Global Education Center Infosys, Mysore, Karnataka

Worked in a team of 5 and developed a full-stack web application - Secure Webmail client utilizing Java, SpringBoot, ReactJs, HTML, CSS, and SQL

Education

University of Windsor

Master of Applied Computing, Artificial Intelligence · (May 2023 - 2024)

Punjabi University

Bachelor of Technology - BTech, Computer Science · (August 2015 - May 2019)