

# PRINCEDEEP SINGH



(613) 793 - 4804 | [princedeep0406.singh@gmail.com](mailto:princedeep0406.singh@gmail.com)

## Professional Summary

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I'm a highly skilled professional presently seeking an opportunity to apply my education and professional experience in a role that would allow me to further expand upon my skillset and potentially lead to further professional development opportunities down the line.

## Education

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### Computer Programmer

2016 - 2018

Algonquin College - Ottawa, ON, Canada

CGPA – 3.54

## Profile

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- Software development experience using programming languages like java and python
- Knowledge of version control tools like Git, Source Tree and Team Foundation Server
- Experience with automation tools like Ansible
- Working experience in Agile and Scrum based environment
- Familiarity with manual and unit testing using Junit and NUnit
- Comfortable with operating systems like Linux and Windows
- Demonstrable ability to quickly adapt and learn new skills
- Problem solving and Team-oriented project skills
- Strong communication and interpersonal skills

## Skills

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- Programming languages: Java, Python, SAS and Bash
- Web technologies: HTML, JavaScript, CSS
- Databases: MySQL, Oracle, SQL server
- Web server: Xampp, Apache Tomcat, Citrix server
- Tools and IDE's: Android Studio, PyCharm, Eclipse, Office 365 suite, SAS EG
- Operating Systems: Windows, Linux

## Work History

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### IT Support Specialist

11/2018 - Current

#### MSI Corp – Ottawa, ON

- Monitor production processes and take necessary action on failed jobs until resolved
- Debug SAS production code and fix errors
- Perform production support activities (fix issues, open and assign tickets)
- Run impact analysis and review the result with the team
- Manage maintenance windows impacting production processes
- Manage CRs (emergency and regular deployments)

### Service Desk Analyst

06/2018 to 11/2018

#### Nova Networks – Ottawa, ON

- Provided Technical Support to End users Via Phone calls, Intranet and Emails
- Troubleshoot Exchange/Outlook Mailbox and connectivity to solve user and server problems
- Provided Technical support for corporate users to include Setting up computers, passwords, rights and responsibilities using Active Directory
- Supported SSL VPN, Network Firewalls and other network appliances and services
- Document Incidents in ticketing systems including Service now, CRM

## Projects

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### KIOSK

- Developed a multi-layered application for College Kiosk using Java and MySQL
- Designed innovative and conceptual GUI using the JSwing framework
- Implemented OOP's principles for the modularity and robustness

#### Achieved skills:

- Java, JSwing, Eclipse, MySQL, Git, Junit testing and Agile methodologies
- Teamwork, Leadership, Conflict Resolution and Adaptability

### CRUD APPLICATION

- Designed a CRUD application using Python and Tkinter framework
- Created multiple threads to ease out fetching and storing data
- Application queries database for data using MySQL

#### Achieved skills:

- Python, Tkinter, GitHub, PyUnit testing, PyCharm and MySQL
- Time management, Problem-solving and Decision making