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Portfolio : <https://sahib4.github.io/Portfolio/>
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SAHIB NARANG

PROFILE

- ❖ Skilled in managing and prioritizing multiple projects and competing deadlines.
- ❖ Three-years of experience in practicing agile methodologies.
- ❖ Conducted resource management and project cost calculations that had the projects delivered in less time forecasted.
- ❖ Monitored the effectiveness of projects and updated the project plans to optimally use the available resources leading to 100% completion of projects within the predicted time frame and budget.
- ❖ Displayed leadership qualities by leading a team of 20 representatives in a customer service setting by managing them to produce more effective and personalized solutions.
- ❖ Experience engaging with different clients and development teams using scrum to design, build and test complex solution.
- ❖ Managed intranet and extranet portal development projects without assistance from my supervisor, that delivered 98% operational satisfaction to the client.
- ❖ Experience working with developers to troubleshoot and resolve defects.
- ❖ Using my communication skills, I was able to quickly detect and solve conflicts between the suppliers and management team.
- ❖ Skilled in MS office Applications including Word, Excel, PowerPoint, Visio and Outlook.
- ❖ Knowledgeable in HTML/CSS, JavaScript, PHP, React, MongoDB and SQL

EDUCATION

ComIT <i>Full Stack Web Development</i>	Aug 2020 – Dec 2020 <i>Winnipeg, MB</i>
Red River College <i>Business Technology Management</i>	Jan 2018 – May 2020 <i>Winnipeg, MB</i>

EXPERIENCE

Floor Supervisor <i>SkipTheDishes</i>	Oct 2020 – Present <i>Winnipeg, MB</i>
<ul style="list-style-type: none">• Works with team leaders to ensure deliverables and expected outcomes are fulfilled as per requirements.• Ensures timely setup and management of resources available.• Identifies different stakeholder and their engagements to ensure the information is correctly updated.• Managed team conflicts, to ensure the operations run smoothly.• Supervised over 50 staff to ensure operations run efficiently in an intensive business environment, while handling customer complaints.• Effectively facilitated meeting with leadership and coordinators on a daily basis.• Ability to communicate and motivate staff in achieving individual goals.	

Operations Specialist**May 2018 - Oct 2020***SkipTheDishes**Winnipeg, MB*

- Resolved problems by clarifying issues; researching and exploring answers and alternative solutions; implementing solutions; escalating unresolved problems.
- Provided excellent customer service for users through personal and friendly experiences.
- Worked quickly and efficiently in order to provide timely support to Users.
- Provided resolutions to customer issues by phone and by email.
- Determined customer needs and worked together to come up with a solution that helped all partners succeed.
- Developed and improved verbal and written communication skills by communicating with restaurant owners and customers for getting order-issues resolved.
- Mentored new employees to help them become more efficient in providing customer service to maximize efficiencies.

Business Analyst**April 2019 – Aug 2019***ACE Project Space**Winnipeg, MB*

- Organized and guided the team on how to use Scrum and Agile practices and methodologies.
- Lead daily Scrum, Sprint review, and planning meetings in a way that ensures full team engagement.
- Ensured client focus in three main areas: ensuring clear and open communication, managing good client relations, and providing expertise in identifying problems and solution alternatives.
- Created sprint reports including burn up/down charts to ensure that the project timelines were adhered
- Worked collaboratively with senior leaders to implement different phases of SDLC.
- Created various training documents for stakeholders to manage the application for future reference.
- Developed project charters, project work plans, and statements of work to meet project requirements.
- Reviewed Product Requirements and organized test plans.
- Prepared test scenarios and executed the test cases using automation testing software including cypress.
- Worked with developers to detect and trouble shoot bugs.
- Created and maintained comprehensive project documentation.
- Worked and managed a team comprising of individuals with various merits.
- Proactively worked with the team to make sure that the deliverables were delivered according to project deadlines.

REFERENCES

Upon Request