

SAHIB NARANG

PROFILE

- Strong planning and organizational skills complemented by excellent communication skills.
- Able to perform well in a fast-paced work environment, organize, prioritize and work under extreme work pressure, and meet deadlines in timely fashion.
- Confident problem-solving abilities to overcome difficulties with creative solution.
- Successful in collaborating with multidisciplinary teams.
- Strong planning and organizational skills complemented by excellent communication skills.

TECHNICAL SKILLS

- Experience in developing web applications using HTML, CSS, XML, JavaScript, React JS, Redux, Node JS, Ajax, JQUERY, Bootstrap.
- Experienced in MEAN stack development Mongo DB, Express, Node and Angular.
- Created CRUD Ecommerce application using React framework and Mongo database.
- Experience in using automated testing tools like cypress.io.
- Skilled in MS office Applications including Word, Excel, PowerPoint, Visio and Outlook.

EDUCATION

ComIT

Full Stack Web Development

Aug 2020 - Present

Winnipeg, MB

Red River College

Business Technology Management

Jan 2018 – May 2020

Winnipeg, MB

EXPERIENCE

Operations Specialist

SkipTheDishes

May 2018 - Present

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.

Advisor Computer Solutions

Sep 2019 – Dec 2019

Best Buy

Winnipeg, MB

- Effectively managed the store and high-level business affairs.
- Upheld the company's reputation by ensuring that customers are satisfied
- Cross-sold/up-sold to reach individual targets.
- Successfully managed a team and trained them to ensure all objectives are met during the shift.
- Trained new associates in operating cash register system and achieve continued excellence.
- Restocked the store supplies in a manner to increase efficiency.
- Mentored new employees in the retail convenience store setting to help them become more efficient in providing customer service to maximize efficiencies and increase sales.

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.
- 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