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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

Full Stack Web Development

Aug 2020 – Dec 2020

Winnipeg, MB

Red River College

Business Technology Management

Jan 2018 – May 2020

Winnipeg, MB

EXPERIENCE

Floor Supervisor

SkipTheDishes

Oct 2020 – Present

Winnipeg, MB

- 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.

Project Manager**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