SANAMPREET KAUR

Hamilton, ON | sanampreet.kaur2@mohawkcollege.ca | +1 (365) 833-6193 | LinkedIn

Motivated Computer Systems Technician – Software Support student with hands-on experience in programming, web development, database management, and cloud technologies. Proficient in **Python, Java, C#, PHP, JavaScript, HTML, SQL** with knowledge of networking, OSI model, and Microsoft Azure. Strong problem-solving, troubleshooting, and analytical skills with proven teamwork and leadership experience. Eager to apply technical knowledge in dynamic IT environments

SKILLS

- **Programming:** Python, C#, Java, JavaScript, PHP, SQL
- **Web Development:** HTML5, CSS3, WordPress, Drupal, Bootstrap, React, Node.js, ASP.NET
- **Databases:** MySQL, Microsoft SQL Server
- **Networking:** OSI model, TCP/IP, VLANs, subnetting, DNS, DHCP, VPNs, firewalls, routing & switching
- **Cloud & Tools:** Microsoft Azure, Git, GitHub, Visual Studio, VS Code, IntelliJ IDEA
- **UI/UX Design:** Figma, Adobe XD, AODA/WCAG accessibility
- **Soft Skills:** Communication, teamwork, adaptability, problem-solving, time management, attention to detail, analytical thinking, eagerness to learn
- **Other Skills:** Agile methodology, data structures, algorithms, technical documentation

EDUCATION

Computer Systems Technician–Software Support | September 2023-December 2025
Mohawk College of Applied Arts and Technology, Hamilton, ON

TECHNICAL EXPERIENCE

Solution Bot — Offline IT Troubleshooting Chatbot |May 2025 – June 2025
- Created an offline chatbot web app for IT troubleshooting using **Python (Flask), HTML, CSS**
- Added 15+ troubleshooting options and logging functionality for issue tracking
- Deployed on **Render Cloud** to ensure reliability and scalability

Automated Email Sender | February 2025
- Automated personalized email sending using **Python's smtplib and schedule libraries**
- Deployed on **PythonAnywhere** for scheduled delivery to multiple recipients

Restaurant Management System | Dec 2024 – Jan 2025
- Designed a management system for restaurants to handle **operations**
- Implemented secure login/logout using **Java Swing** and **MySQL** database

WORK EXPERIENCE

KFC / Taco Bell – Supervisor | October 2023 – Present
- Supervised a team of 8+ employees, trained new staff, and ensured smooth operations, improving efficiency and reducing customer escalations by 25%
- Managed POS operations, cash handling, shift documentation, and daily closing procedures with accuracy and attention to detail

CERTIFICATIONS

- **Project Management Foundations – January 2025**
- **CompTIA Network+ – Expected January 2026**
- **Agile Software Development (SDLC) – November 2024**