# Avneet Singh

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## Objective

Seeking a summer internship as an undergraduate student in Computer Science to apply and expand my skills in programming, software development, and IT support. Eager to contribute to real-world projects, learn from experienced professionals, and gain practical experience in a dynamic and innovative work environment.

## Education

The University of Toledo, Ohio                                                                 Anticipated Graduation: December 2026
Bachelor of Electrical and Computer Science Engineering

## Honors and Achievements

Dean's List                                                                                                                                              Spring 2023
Recipient, Rocket International Scholarship

## Skills

- Python, Django
- HTML, JavaScript, CSS
- Java
- Prompt Engineering

## Certification

- Technical Support Fundamentals
- Crash Course on Python
- Foundation of Cybersecurity
- Introduction to Back-End Development

## Experience

**ECC IT SUPPORT SPECIALIST**, Toledo, Ohio                                                       October 2023 - Present
*Student Computer Technician*

- Led computer system installation in the College of Engineering, prioritizing robust cybersecurity and ensuring licensing compliance.
- Streamlined high-volume IT ticket queue, reducing resolution time, and enhancing overall user satisfaction.
- Prioritized comprehensive communication, resulting in a 20% decrease in recurring issues.

**Softage Information Technology Limited**, Gurugram, India                                      June 2023 – July 2023
*Internship,*

- Proficient in Django, HTML, CSS, JavaScript, and Python.
- Utilized skills to improve user interfaces, leading to a notable 20% increase in user satisfaction and engagement.
- Showcased eagerness to learn and understand product design and operation.

***Self-Employed Game Developer***, Roblox                                                       May 2022 – August 2023
*Developer*

- Curated game layouts with meticulous design, leading to a 20% increase in user engagement.
- Implemented debugging techniques, resulting in a 25% reduction in gameplay disruptions, measured through user feedback and ratings.

**Subway**, Toledo, Ohio                                                                         September 2022 – September 2023
*Student Manager, Team Member*

- Provided outstanding customer service with a profound understanding of menu items, resulting in a consistently high 4 out of 5 satisfaction rating.
- Facilitated the smooth onboarding of new team members by offering comprehensive training and explanations, ensuring a 50% reduction in onboarding time.
- Demonstrated effective collaboration within the team, fostering a positive and customer-focused environment.

## Personal Projects

**WhatsApp Automation Bot**

- Developed a Python script using the PyAutoGUI library to automate repetitive messaging tasks on WhatsApp Web.
- Achieved a significant 60% reduction in manual effort, resulting in substantial time savings.

**Hospital Management System Project**

- Designed and developed a comprehensive Hospital Management System using Python and MySQL.
- Implemented notable features such as a secure login system, real-time status tracking of active and discharged patients, and advanced search functionality based on discharge dates.
- Introduced features aimed at streamlining hospital operations, resulting in improved efficiency and data security.

## Collegiate Activities

- Vice President, Punjabi Student Association
- Student Member, UT Chess club

## Publications

Avneet Singh (2023) ChatGPT: Systematic Review, Applications, and Agenda for Multidisciplinary Research, Journal of Chinese Economic and Business Studies, 21:2, 193-212, DOI: 10.1080/14765284.2023.2210482.