

# Navin Gunna

L1 Support Desk  
Analyst

## Contact

### Address

Subang Jaya, Selangor,  
47610

### Phone

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### E-mail

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## Skills

### HTML



### CSS



### JavaScript



### SQL



### C#



### Angular JS



### Python



### Microsoft Word



### Microsoft Excel



### MongoDB



### Customer Communication



Computer science graduate seeking new software development related career opportunities. Possesses some IT and software development experience. Very passionate about data management and storage.

## Work History

2021-07 -

Current

### Level 1 IT Support Desk Analyst

Atos Global IT Solutions, Cyberjaya, Selangor

- Worked the night shift to assist office workers from SIEMENS US and Canada
- Provided on the spot assistance as well as scheduled calls to assist users
- Provided support for a whole range of internal and external software
- Levelled up from call taker to SLA manager in backlog (with an average log and route time of 26 minutes)
- Near perfect attendance record, no disciplinary issues within office
- Fixed some L2 issues through internet searches and registry manipulation
- Made extensive use of technical documents, knowledge bases and internet searches to solve different types of software issues
- Provided extensive inter-department support to fledgling projects: I.E. Siemens Healthineers worldwide

2020-11 -

2021-01

### Junior Electrician

Standards & Competency Sdn Bhd, Subang Jaya, Selangor

- Checked compatibility and safety of newly installed electrical systems and launched inspections and tests to confirm functionality.
- Handled installation of electrical components by splicing, joining and connecting wire.
- Worked under supervision of Senior Electrician to learn trade and develop electrical knowledge.
- Performed detailed tests on electrical systems after completing installations, replacements and repairs.

		<ul style="list-style-type: none"> <li>Used various measuring and testing instruments such as ammeters, ohmmeters, voltmeters and testing lamps to complete installations and repairs.</li> </ul>
2020-07 -		
2020-11		
		<p><b>Junior .NET Developer</b></p> <p><i>Agmo Studio, Subang Jaya, Selangor</i></p> <ul style="list-style-type: none"> <li>Modified existing .NET core software to correct coding errors, upgrade interfaces and improve overall performance.</li> <li>Prepared detailed reports on updates to project specifications, progress, identified conflicts and team activities.</li> <li>Studied and integrated many third party APIs for new and existing .NET Core apps</li> <li>Used C#, T-SQL and Angular JS to create applications based on software requirements</li> </ul>
2020-01 -		<p><b>R&amp;D Intern</b></p>
2020-04		<p><i>Recognise Technologies Sdn. Bhd., Putra Heights, Selangor</i></p> <ul style="list-style-type: none"> <li>Developed prototype applications (including documentation) based on provided requirements</li> <li>Created bash shell scripts and configured Docker containers for existing in house software</li> <li>Integrated updates and optimization fixes for existing in house AI number plate detection algorithm</li> <li>Learned and utilized Android Studio, Vue Js and Python Flask for majority of department developed projects</li> </ul>
2019-01 -		<p><b>Cashier</b></p>
2019-06		<p><i>Nomms Bandar Sunway, Bandar Sunway, Selangor</i></p> <ul style="list-style-type: none"> <li>Restocked, arranged and organized merchandise in front lanes to drive product sales.</li> <li>Helped customers complete purchases, locate items and join reward programs to promote loyalty, satisfaction and sales numbers.</li> <li>Processed POS transactions, including checks, cash and credit purchases or refunds.</li> </ul>
2018-03 -		<p><b>Fry Cook</b></p>
2018-08		

myBurgerLab Sunway, Subang Jaya, Selangor

- Operated deep fryer and griddle to cook and prepare meals at fast rate.
- Maintained clean kitchen by wiping down counters and sinks, taking out trash and recycling and sweeping and mopping floors.
- Stayed informed of daily menu to help coordinate cooking times.
- Tested temperatures of food at specified intervals by using food thermometers.
- Prepared for food service by butchering meat, chopping vegetables and preparing sauces.
- Cleaned, stocked and restocked workstations and display cases.
- Wrapped up and stored unused food in appropriate containers and placed in refrigerator to avoid spoilage.

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## Education

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2017-01 -

2020-03

### **Bachelors of Computer Science (BsC Hons.): Computer Science**

Sunway University - Bandar Sunway

- Graduated 58% Final Grade Percentage
- CGPA: 2.76
- Participated in Sunway Tech Club Hackathon (Nov 2018)
- Member of Sunway Tech Club
- Final Year Project: Knowledge Representation of Video Games Towards the Generation of Excitement

2016-01 -

2016-12

### **Monash University Foundation Year: Foundation**

Sunway College - Bandar Sunway

- 68.8% Final Grade Percentage
- Student Representative of Sunway Board Games Society
- Member of Sunway Book Club, Sunway Poetry Society, Sunway Law and Philosophy Society

2009-01 -

### **SPM**

2013-12

Sekolah Menengah Seafield - Subang Jaya

- Results: 3A's, 2B's, 1C
- Member of Seafield Boardgame Society
- Treasurer and Defender Captain for SMK Seafield Hockey Team