

Navin Gunna

L1 Support Desk Analyst

Contact

Address

Subang Jaya, Selangor,
47610

Phone

010 289 3364

E-mail

annugnivan@outlook.com

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.

- Used various measuring and testing instruments such as ammeters, ohmmeters, voltmeters and testing lamps to complete installations and repairs.

2020-07 -
2020-11

Junior .NET Developer

Agmo Studio, Subang Jaya, Selangor

- Modified existing .NET core software to correct coding errors, upgrade interfaces and improve overall performance.
- Prepared detailed reports on updates to project specifications, progress, identified conflicts and team activities.
- Studied and integrated many third party APIs for new and existing .NET Core apps
- Used C#, T-SQL and Angular JS to create applications based on software requirements

2020-01 -
2020-04

R&D Intern

Recogine Technologies Sdn. Bhd., Putra Heights, Selangor

- Developed prototype applications (including documentation) based on provided requirements
- Created bash shell scripts and configured Docker containers for existing in house software
- Integrated updates and optimization fixes for existing in house AI number plate detection algorithm
- Learned and utilized Android Studio, Vue Js and Python Flask for majority of department developed projects

2019-01 -
2019-06

Cashier

Nomms Bandar Sunway, Bandar Sunway, Selangor

- Restocked, arranged and organized merchandise in front lanes to drive product sales.
- Helped customers complete purchases, locate items and join reward programs to promote loyalty, satisfaction and sales numbers.
- Processed POS transactions, including checks, cash and credit purchases or refunds.

2018-03 -
2018-08

Fry Cook

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.

Education

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