

Chetan Singh

Scarborough, Ontario
chetan.singh.0602@gmail.com
647-818-6486

HIGHLIGHTS OF PROFILE AND TRANSFERABLE SKILLS

Technical support experience at Dell International Services India Pvt Ltd.: Received an increment in 6 months of joining. Kept the 7 days RDR within 3-4% (target 10%) and the 28Days RDR within 13% (target 18%) in the busiest quarter of the fiscal, within 3 months of joining. Awarded merit certificate from Site director within 3 months of joining.

Communication, customer support, solution finding and people skills: Attained from various customer dealing roles, e.g., Technical support associate at Dell International Services, Content manager at Aspiring Minds Assessments etc.

Experience working with various software and coding languages: Worked with Delta, SFDC, SAP and Microsoft office in previous jobs at Dell International services and NTPC. Coding experience in C, Python, SQL, HTML etc. while working in Aspiring Minds Assessments, Teacherhand learning systems, internships and university projects.

Multilingual Speaker: Ability to converse with people in Hindi, Punjabi and English.

WORK EXPERIENCE

Technician, Technical Support

Feb 2019- Dec 2019

Dell International Services India Pvt Ltd.- Gurugram, IN

- Handled escalated cases where the client's system issues **were not resolved after first point of contact troubleshooting and multiple services.**
- Ensured **customer satisfaction** by ensuring quick and **effective resolution** while maintaining **proper customer expectation** and experience.
- Coordinated with multiple teams (OSP's, Carriers etc.) for effective and timely resolution to the issues.
- Reported **issues in process** and sent feedbacks to concerned teams and agents.

Technical Writer

Sept 2017- Nov 2018

Teacherhand learning System Pvt. Ltd.- Delhi, IN

- Developed content** for the question bank required for different types of tests.
- Filed the **documentation** of the existing modules of testing software suite.
- Discussed various options and ideas for the suite with the clients to ensure unique and useful content for each client.

Manager, IT Content

Jan 2017- Aug 2017

Aspiring Minds Assessments Pvt. Ltd.- Udyog Vihar, Gurugram, IN

- Managed** the IT domain assessment projects content of **different companies.**
- Handled responsibilities such as **research and development** of content for a project, **reviewing, testing and releasing** the modules of projects.
- Managed interns and associates** for collaboration among different tasks related to project development.

Computer Operator

Aug 2016- Dec 2016

K.S. Deogun & Associates- Delhi, IN

- Set up meetings with client's and managed schedule of the different personnel available to ensure maximum customer reach.
- Handled the **data entry** and management of client details and routine computer maintenance tasks.
- Managed account report generation** apart from other tasks related to client requirements.

Intern, IT Department

June 2015- July 2015

Air India- T1 Terminal, IGI Airport, IN

- Used and integrated various **site usability enhancing tools** to improve the websites under Air India intranet domain.
- Developed and tested a model to benchmark and improve the web portals using various **open source software and tools**.

Intern, IT Department

Dec 2014- Jan 2015

NTPC Ltd.- Corporate Office, Noida, IN

- Built a **Meta Data Creator** for the intranet infrastructure of the company, which helped in fetching, storing, and later, accessing that data for employee use.
- Wrote and implemented scripts to integrate the crawler used in the meta data creator, with a **query system interface**.

EDUCATION

Graduate Certificate program- Mobile Application Design & Development
Lambton College- Toronto Campus, ON, CA

Jan 2020- Present

Bachelor of Technology- Software Engineering
Delhi Technological University- Bawana Road, Delhi, IN

2012- 2016

- Graduated **First Class** with 7.2 CGPA (64.5 CPI).

High School
Central Board of Secondary Education- Delhi, IN

2011- 2012

- Graduated **First Class** with distinction, scoring aggregate 88% marks.

CERTIFICATION & LICENCES

Emergency First Aid CPR/AED Level C
Rescue7- ON, CA

Jan 2020- Jan 2023

RELEVANT TECHNICAL SKILLS

Programming Languages- C, C++, Python
Database Handling Languages- SQL, MySQL

Web Scripting Languages- HTML, CSS
MS office- Word, PowerPoint, Excel

OTHER ACHIEVEMENTS

- Awarded Certificate of Merit by Site Director at Dell International Services Pvt Ltd.
- Won Dexter's award at Aspiring Minds Assessments Pvt Ltd.
- Won the prestigious, **NMTSE** State Scholarship.
- Won various competitions at College and school level (Science Fairs, Debates, Mathematical Quiz).
- Won various other scholarships for students awarded by state.