

# Gagandeep Sidhu

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## SKILLS

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**Languages :** JavaScript, C/C++, Python, SQL, Bash

**Frameworks :** React JS, Next Js, NodeJs, Express Js, Docker

**Tools :** Git, GitHub, Jira, Figma

**Databases :** MongoDB, PostgreSQL, MySQL, Oracle

**Platforms :** Linux, Windows, VS Code, Ubuntu, Google Cloud

## WORK EXPERIENCE

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**Seneca College**

**Toronto, Ontario, Canada**

*I.T Support Specialist*

Jan 2022 – Sept 2023

- Supported fellow students with basic technical support for current and past software releases.
- Assisted clients with general support for hardware, peripherals, network connections, and external software.
- Escalated help desk tickets to Level 2 / Tier 2 support when outside the scope of L1/T1 technician support.
- Provided technical support for a small to medium-sized enterprise consisting of 350 to 500 employees for service requests via telephone, email, and walk-in visits.
- Created several technical guides to assist users with troubleshooting problems.
- Automated daily tasks using Python, enhancing operational efficiency by developing stronger automation scripts.

## PROJECTS

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**WEB322 User Registration & Authentication ( [Source Code](#) )**

- Streamlined User Registration with unique usernames and secure password hashing
- Enhanced User Experience with personalized sessions and navigation menus
- Utilized MongoDB Atlas for efficient data storage
- Implemented robust security measures for registration, login, and logout
- Ensured smooth user experience with effective error handling
- Organized codebase for reusability and scalability

**Tech Stack:** Node.js, Express.js, MongoDB, Bootstrap, Handlebars, CSS

**Assembly Line Simulation using Object Oriented C++ ( [Source Code](#) )**

- Successfully created a functional assembly line simulation, showcasing proficiency in C++ programming.
- Demonstrated expertise in designing and implementing complex systems using Object-Oriented Programming principles.

**Technologies Used:** C++, Object-Oriented Programming

## EDUCATION

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**Seneca College**

**Toronto, Ontario, Canada**

*Diploma of Education in Computer Programming*

Jan 2022 - Dec 2023

- **GPA:** 3.7 / 4.0
- **Relevant Coursework:** Computer Programming | Operating Systems | Database and Web Technology | Data Communication | Database System Design and Maintenance | Problem Solving with Software Installation