


# Gurkirat Singh

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 [gurkiratsingh1549@gmail.com](mailto:gurkiratsingh1549@gmail.com)

 (431)2778004

 11889 83 Ave Delta, BC, V4C2H6

: [linkedin.com/in/gurkirat-singh-8a08a8197/](https://www.linkedin.com/in/gurkirat-singh-8a08a8197/)

: [github.com/goki-1](https://github.com/goki-1)

## Summary

Innovative, task-driven professional with experience in making mobile phone apps and websites. Currently pursuing a computer science degree at SFU. Proficient in developing and maintaining cloud databases, creating user interfaces, writing, and testing codes and troubleshooting simple/complex issues through ingenious innovation.

## Education

**ASSOCIATE OF COMPUTER SCIENCE | 2018 JAN - 2020 MAY | LANGARA COLLEGE**

Languages practiced: C++, Java, JavaScript, python, HTML, CSS.

**BACHELOR OF COMPUTER SCIENCE | 2022 MAY - PRESENT | SIMON FRASER UNIVERSITY**

Languages practicing: MATLAB, JavaScript, WebGL, C++.

## Projects

### BLUE DATING APP

- Launched **React Native** app on Google play store capable of connecting people from all over the world, matching them and providing them with the platform to chat.
- Incorporated various APIs like **Stripe** for payment processing and **Appodeal** for displaying Ads into the app and generated 30 dollars in revenue.
- Used **Firebase** as a Cloud Database for storing user information and cloud functions to serve users within a fraction of seconds.

### PORTFOLIO WEBSITE

- Developed Portfolio website from scratch using **JavaScript, React.js, Three.js, CSS, HTML** and other frameworks and libraries.
- Capable of responding to different screen sizes and adjusting accordingly and displaying various CSS and JavaScript polished skills.

## Work Experiences

**TECHNICAL CUSTOMER SUPPORT ADVISOR | 24-7 INTOUCH WINNIPEG**

September 2020 – March 2021

- Served customer account and technical needs across daily calls, consistently meeting productivity and quality targets
- Maintained over 90% success rate on first call resolutions, escalating complex concerns to supervisors to achieve necessary support.
- Resolved a diverse range of technical issues across multiple systems and applications for customers and end-users by using company's research base.

## **ASSISSTANT MANAGER | CIRCLE K**

April 2021 – November 2021

- Effectively communicated client needs to direct reports and increased sales by 5 %, offering alternate items to customers when the desired item was not available.
- Streamlined inventory management system by interacting with other employees and Store manager, including being responsible for daily stock delivery, organizing shelves.
- Team Lead responsibility for a team of five members and making their schedule occasionally or upon store manager's request.

## **MASTER BUILDER | OSL RETAIL SERVICES**

March 2022 – Currently Employed

- Assembling Bikes at different Walmarts upon store manager's request and maintaining communication with my manager over mobile app and reporting everything to him at the end of the day.
- Responsible for scheduling and setting targets for building minimum 20 bikes for the day and reporting to the manager for any unforeseen situation.

## **Skills and Abilities**

### **TECHNICAL SKILLS**

- Hand on experience in developing multiple responsive and bug-free websites by using React native, React.js, Firebase, Three.js and other frameworks.
- Very convenient and fast in tracing codes and understanding the logic behind them and then, coming up with solutions to enhance the productivity of code.
- Familiar with compiling and running the programs from **VS code and command line** and have knowledge of using push, pull and other requests on **Git**.
- Experienced in maintaining Firebase database and writing **cloud functions** in JavaScript.

### **COMMUNICATION SKILLS**

- Developed and maintained positive community relations with a wide range of people from different fields as a way of expanding mental and regional growth.
- Ability to write efficient and persuasive professional emails and memos, along with polished oral communication skills.
- Efficient in both Team as well as alone in completing and delivering projects before the due date.
- Highly detail-oriented and always go through each and everything with full attention leaving no prospect of mistake and reaching highest accuracy.

## **Interests and Hobbies**

**Machine Learning:** Love to listen podcasts and do research in this field.

**Soccer:** Participated in various soccer tournaments on City level.

**Travelling:** Love to travel to mountains and beaches. Goes for hiking once a month.