

Gurkirat Bindra

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SOFTWARE ENGINEER – DATA ANALYST

Exceptional Time Management | Client Services | Advanced Computer Proficiency

Reliable, energetic, and resourceful tech enthusiast with over 8 years of experience with computer fundamentals, ranging from hardware assembly to debugging convoluted software programs.

Ability to cultivate in a fast-paced environment by prioritizing productivity along with efficiency.

Expertise in MATLAB, Java OOP, C and C++.

WORK EXPERIENCE

Alpha Computers – Brampton, ON

09/2017 – 07/2021

Customer Service Representative | Repair Agent

Served customers with technical needs and conducted intermediate level electronic repairs.

- Promptly responded to customer enquiries in person or via phone, email, or social media.
- Quickly & professionally conducted the requested repairs to maintain customer satisfaction.
- Job shadowed senior employees to learn repair procedures for complex systems.
- Maintained financial accounts by processing customer adjustments while prioritizing efficiency and professionalism.

Brampton Library – Brampton, ON

10/2018 – 08/2019

Front Desk Agent

Responsible for processing customer memberships and managing the library inventory.

- Kept records of customer interactions, processed customer accounts, and filed documents.
- Collaborated with team to effortlessly resolve customer complaints with appropriate action.
- Effectively managed approximately 100 incoming calls and emails daily.
- Received the employee of the month award after exhibiting exceptional work ethics.

Desktop Computer Assembly – Brampton, ON

04/2020 – 08/2020

PC Builder (Private Business)

Assembled desktop computers ranging from everyday work oriented to performance focused.

- Greeted and welcomed clients with a warm, friendly, and positive attitude.
- Processed orders, determined charges, and oversaw billing and payments.
- Provided quotes based on customer requirements while prioritizing affordability.
- Performed BIOS flash on various motherboards to enable precise hardware identification.

EDUCATION

Lassonde School of Engineering, York University – North York, ON

BEng (Specialized Honours) – Computer Engineering, 09/2021 – 04/2025

PROFESSIONAL SKILLS

- Mastery of Microsoft Office (Word, Excel, PowerPoint) and Google Suite.
- Comfortable working with various operating systems such as Linux, Windows & Mac OS X.
- Outstanding organizational, multitasking, and problem-solving abilities.
- Excellent communication skills with a focus on team building and project management.

PROJECTS

- Automated Plant Watering System using Java OOP, (01/2022 – 04/2022)
- Automated Plant Watering System using MATLAB, (09/2021 – 12/2021)
- Esports Professional, (05/2021 – 08/2022)

VOLUNTEER EXPERIENCE

Ontario Khalsa Darbar – Mississauga, ON

09/2018 – 04/2019

Non-Profit Organization

- Served as the Lead Drummer and hosted 2-3 weekly rehearsals in a confined group setting.
- Utilized intellectual communicational skills to form synchronization in the drum circle.
- Administered the final performance and guided the parade through an enclosed area in Downtown Toronto.

Grand Banquet and Event Centre – Mississauga, ON

09/2018 – 12/2018

Non-Profit Organization

- Administered and planned a Christmas event for newcomers in Canada and their families.
- Collaborated and coordinated with banquet hall staff members to assure quality standards of the décor.
- Worked with numerous merchants to inherit unique Christmas presents and to constitute a memorable experience for attendees.

AWARDS AND HONOURS

York University Entrance Scholarship – York University

08/2021

- Received a \$3000 scholarship upon admission in response to exceptional academic performance.

Ontario Scholar – North Park Secondary School

06/2021

- Received an Honours Standing Certificate for maintaining an average of 89.7% throughout all four years of high school.

LANGUAGE COMPETENCIES

- English: fluent (speaking, reading, writing)
- Punjabi: native language
- French: intermediate (speaking, reading); basic (writing)