

# Gurkirat Singh

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## EDUCATION

**Computer Programming & Analysis**  
Humber Polytechnic, Dean's Honour List Recipient (2023, 2024)

Toronto, ON  
Sept 2023 – Dec 2026

## WORK EXPERIENCE

**Technical Support Analyst (Co-op)**  
OPTrust

Toronto, ON  
January 2025 – August 2025

- Deployed an enterprise-grade Customer Support Interface using **Microsoft Copilot Studio**, reducing ticket volume by **60%** and saving **10,000+ hours** in manual triaging.
- Developed scripts in **Microsoft Intune** for **automated deployment** of Windows 10/11 updates across **500+ devices**, minimizing downtime and enhancing IT compliance.
- Designed and implemented a new **IT Service Catalogue** with request/approval automation using **Microsoft Power Automate**, improving customer satisfaction by **70%**.

**Residence Admissions Assistant**  
Humber Polytechnic

Toronto, ON  
April 2024 – Dec 2024

- Streamlined resident reporting using **StarRez** and **StarQL**, boosting data efficiency and report accuracy.
- Analyzed large-scale records via **Power BI** and **Tableau**, ensuring data-driven decision-making.
- Provided front-line technical and procedural support via phone and email, ensuring smooth admissions workflows.
- Actively monitored ticketing systems and ensured timely resolution of residence-related service requests.

**Web Development Intern**  
100xDevs

Remote  
May 2023 – Sept 2023

- Developed and optimized the web app using **Next.js**, **TypeScript** and **tRPC**, improving page load speed by **75%** with SSR & ISR.
- Analyzed large-scale records via Power BI and Tableau, ensuring data-driven decision-making.
- Maintained structured user and media data with **PostgreSQL** and **Prisma ORM**.
- Optimized video streaming architecture using **FFmpeg** & **Cloudflare**, decreasing buffering by **40%**.

## PROJECTS

**Earth Lens (Best Sustainability AI Hack @ GenAI Genesis 2025)** [🔗](#)  
**Technologies:** Next.js, Flask, Firestore, Google Cloud, Tensorflow, Vercel AI SDK, Twilio API  
Earth Lens is an AI-powered platform that predicts and mitigates natural disasters using real-time satellite, weather, and social media data.

**Project Two Title (Achievement Mention @ Event 202X)** [🔗](#)  
**Technologies:** Ullamcorper, Vestibulum, Euismod, Magna, Faucibus, Fermentum, Integer  
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## TECHNICAL SKILLS

- Programming Languages:** Python, JavaScript/TypeScript, Golang, Java, Bash
- Cloud & Devops:** Google Cloud, AWS, Azure, Docker, Kubernetes, Terraform, Jenkins, Cloudflare
- SRE & Monitoring:** Adipiscing, Elit, Integer, Tristique, Magna, Nibh
- Automation, IaC & Cloud:** Ullamcorper, Faucibus, Pulvinar, Vehicula, Euismod, Gravida, Vulputate, Ligula, Ornare
- Backend & APIs:** Curabitur, Dictum, Pharetra, Vestibulum, Tempor, Sagittis, Sodales, Convallis
- Databases & Storage:** Pellentesque, Habitasse, Platea, Dictumst, Aliquam, Semper
- Other Competencies:** Sed, Nec, Mi, Posuere, Ultricies, Varius

## OTHER INITIATIVES AND ACHIEVEMENTS

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- **Hackathons & Competitions:** 1st Place @ LoremIpsumHack 2024, Runner-Up @ DolorSitJam 2023, Honorable Mention @ ConsecteturCode 2022, Top 5 Finalist @ ElitHack 2021.
- **Academic:** Multiple-time recipient of the Magna Lorem Honor List for academic excellence in sit amet cursus.
- **Open Source:** Contributed to open projects such as [ProjectOne](#), [ToolkitX](#), [LibCore](#), [InfraTools](#).
- **Leadership:** Led workshops and tutorials as part of the Ipsum Developers Group; shared knowledge via [YouTube Channel](#) and [Tech Blog](#).
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