GURSHEEN KAUR CHAWLA

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PEOPLE TECHNOLOGY ANALYST

Proactive IT professional with over 3 years of experience in technical support, client service, and web development. Demonstrates expertise in HRIS and SaaS tools with a strong focus on providing exceptional customer service and supporting internal stakeholders. Holds certifications in Web Development, Cyber Security, and Python Programming. Currently pursuing Scrum Certification and committed to continuous improvement and learning.

PROFESSIONAL EXPERIENCE

Tucows Inc. (Canada)

Technical Customer Advisor (April 2023 – Present)

- Serve as the primary technical support contact for Ting customers, resolving issues related to network components and connectivity through advanced troubleshooting methods.
- Utilize Zendesk for managing support tickets and Salesforce for case management, ensuring efficient resolution of both technical and non-technical queries.
- Collaborate with team members via Slack and Google Workspace to address complex technical challenges and improve support processes, aligning with organizational goals.

Walmart (Canada)

Store Associate (September 2022 – May 2023)

- Provided customer support and managed inventory across multiple departments, demonstrating strong organizational skills and the ability to handle various customer inquiries.
- Enhanced customer experience by maintaining high standards of merchandise presentation and ensuring accurate pricing and labeling.

Accenture (Canada)

Customer Service Associate (July 2022 – August 2022)

- Managed and optimized advertising campaigns for small businesses on Meta Platforms, focusing on strategic performance enhancements and client communication.
- Excelled in a high-pressure environment by meeting performance metrics and delivering actionable insights to improve campaign effectiveness.

Sutherland (Canada)

ESPN+ Streaming Support (May 2022 – July 2022)

- Delivered first-level support for streaming services, addressing technical and subscription issues while maintaining a high standard of customer service.
- Utilized Salesforce to track and manage customer interactions, contributing to enhanced service delivery and customer satisfaction.

Code Youth (Canada)

Volunteer Researcher (October 2021 – January 2022)

- Conducted research on web development frameworks and programming languages, providing insights on industry trends and best practices for educational content.
- Evaluated online resources and courses, supporting the development of a comprehensive curriculum for web development training.

Agsoft Solutions Private Ltd. (India)

Support Specialist (May 2018 – September 2020)

- Acted as the first point of contact for technical support, managing client inquiries and troubleshooting issues related to software and hardware.
- Collaborated with supervisors and documented technical issues, ensuring accurate and timely resolution of complex problems and contributing to improved customer satisfaction.

Dhilwan International Public School – DIPS (India)

Mathematics Instructor (March 2016 – October 2016)

- Designed and delivered curriculum for over 100 students, adapting teaching methods to accommodate diverse learning styles and needs.
- Managed grading and feedback, maintaining clear communication with students and parents regarding academic progress.

PROJECTS

Capstone Project (uOttawa – Professional Development Institute)

- Attack Analysis on Ottawa's French School Cyber Attack 2021
- Developed a comprehensive cyber security plan focusing on the four pillars: Security, Safety, Privacy, and Technology, enhancing understanding of security frameworks and risk management.

Capstone Project (Code Youth)

- Created a single-page application called WordBook utilizing IndexedDB API and Asynchronous JavaScript to facilitate word search and bookmarking, demonstrating proficiency in modern web development technologies.

EDUCATION & PROFESSIONAL DEVELOPMENT

Master of Computer Applications at *Lovely Professional University, India (2015 - 2017)*

Bachelor of Computer Applications at *Guru Nanak Dev University, India (2012 - 2015)*

Introduction to Python Programming at *Southern Alberta Institute of Technology (Online) (March 2022 – April 2022)*

Systems Security Professional Essential Labs at Learning Tree International, Ottawa (March 2022 – May 2022)

Advanced Information and Cyber Security Leadership Certificate at uOttawa – Professional Development Institute (PDI) (November 2021 – March 2022)

Web Development Bootcamp at Code Youth, Ottawa (December 2021 – February 2022)

SKILLS & COMPETENCIES

Technical Proficiency: Experience with HRIS (Hibob), SaaS tools, APIs, and LMS administration. Capable of troubleshooting technical issues and supporting system integrations.
Customer Service: Proven ability to deliver exceptional support and manage internal stakeholder relationships.
Problem-Solving: Strong analytical skills for addressing and resolving technical issues efficiently.
Adaptability: Quick learner with a keen interest in new technologies and tools.
Communication: Effective in verbal and written communication in English, Punjabi, and Hindi.
Tools: Proficient in MS Office Suite, Zendesk, Salesforce, Slack, Google Workspace.

CERTIFICATIONS & TRAINING

- Working towards Scrum Certification
- Familiarity with HRIS platforms and SaaS tool implementation
- Experience with integration tools like Zapier

PROFESSIONAL ATTRIBUTES

- Enthusiastic about driving technological innovation within HR processes and contributing to People Operations initiatives.
- Capable of managing multiple projects and prioritizing tasks effectively.
- Passionate about technology and continuous learning, with a focus on enhancing HR systems and processes.