

Gursheen Chawla, MCA

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IT Professional

Web Development | Cyber-Security | Software Testing | Technical Support | Data Organization | Research

Junior Web developer with experience developing the frontend and backend. Recently completed a development certification course at Code Youth. Acquired a Cybersecurity credential from University of Ottawa to maximize the understanding of digital threats in web development. Previous experience includes work with the customer support team handling small businesses in a B2B set up.

ACCOMPLISHMENTS

- Worked in Agile environment
- Communication and technical writing skills
- Teamwork and analytical approach
- Working towards Scrum Certification
- Advance proficiency in Microsoft office
- Software Operations

EXPERIENCE

CODE YOUTH, Canada

October 2021 – January 2022

(Organization that provides a free in-person/online training program that will allow to qualify for entry-level positions in Ontario's technology sector)

Researcher (VOLUNTEER)

- Researched the application and scope of frameworks/programming languages used in Web Development.
- Checked and analyzed on different online websites who offer courses for web development, gaming, and mobile development.

AGSOFT, India

May 2018 - September 2020

(Company that enables updates and integrations beyond product subscription models for local retail outlets)

Support Specialist (FULL TIME)

- Represented organizations in various Sales and Support activities.
- Received inbound phone calls from customers to provide first-level support and remotely troubleshooted issues.
- Worked with supervisors via live chat to address customer inquiries or technical issues beyond scope of expertise.
- Documented and updated case notes for each customer and work order.

DIPS, India

March 2016 - October 2016

(A reputed private school that provides education and knowledge from elementary to high school grade students)

Mathematics Instructor (FULL TIME)

- Instructed 120 students per semester and developed all goals and objectives.
- Distributed and posted course syllabus and answered student questions regarding standards, material, grading and progression at the beginning of semester
- Modified instructional methods and strategies to teach students with diverse needs.

EDUCATION AND PROFESSIONAL DEVELOPMENT

Master of Computer Applications

Lovely Professional University, India June 2015 - 2017

Bachelor of Computer Applications

Guru Nanak Dev University, India May 2012 - 2015

Web Development Bootcamp

Code Youth, Ottawa, December 2021 - Present
(HTML5, CSS3, Javascript, Bootstrap, API, DOM, Git & Github)

Advanced Information and Cyber-Security Leadership

University of Ottawa, November 2021 - Present
(Different frameworks, 8 Bodies of knowledge, Threats, SIEM, SIRT, TTX, Gap Analysis, Risk Register, Legal)