

# 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 or backend. Recently completed a development certification course at Code Youth. Also, 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 hybrid (in-person and online) training program that will allow them 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 with service or customer accounts.
- Cultivated client relations and drove retention by effectively authoring and updating technical documentation and manuals.
- 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. Maintained compliance with established and updated policies and procedures with minimal supervision.

#### **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.
- Posted periodic grades and final grade rosters in the school grading system with supporting documents according to established deadlines.
- 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)