Kanwardeep Kaur

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Profile Summary

Computer Engineering student in the final semester with a solid foundation in both software and hardware systems. Proficient in C++, Java, and embedded programming, with hands-on experience in real-time systems, networking, and microcontroller development. Skilled in debugging and applying technical expertise to complex engineering challenges. Demonstrates strong proficiency in system design, troubleshooting, and optimization. Committed to leveraging collaborative skills and a continuous learning mindset to contribute to innovative teams and drive the success of cutting-edge projects. Seeking to apply knowledge in a real-time environment to deliver impactful solutions.

Technical Skills

Programming Languages: C++, Java, C, HTML, CSS, JavaScript, .NET
Networking: TCP/IP, network protocols, troubleshooting, basic network security
IT Support: System administration, hardware troubleshooting, software installation and configuration, Azure
Embedded Systems: Microcontroller programming, real-time systems, PWM, Interrupt Service Routines
Dev Tools: Git, Github, GitLab, QNX Momentics, R Studio, Visual Studio, Apache NetBeans, Arduino IDE, Teensyduino
Soft Skills: Strong analytical and troubleshooting skills in hardware/software, with experience in Agile methodologies, cross-functional teamwork and client engagement.

Work Experience

Web Developer - Client Collaboration — Sep 2024 - Present

- Delivered a **Shopify-based** website prototype using HTML, CSS, and JavaScript, meeting client requirements and design specifications, resulting in a **successful launch** within a **6-week** timeframe.
- Led a **3-member team**, collaborating with the client to gather feedback, prioritize features, and ensure **85%** on-time project milestones using **Agile methodologies**.
- Managed over **50 tasks, version control**, and continuous integration via **Azure DevOps**, troubleshooting and resolving **30+ issues**, enhancing functionality to achieve a **20%** improvement in user experience across all platforms.

Customer Service Supervisor – Food Basics — Oct 2023 - Present

- Supervised a team, resolving complex customer inquiries via phone and in-person, improving satisfaction, and training 3 new members to enhance **team efficiency** and adherence to policies.
- Applied troubleshooting skills to **resolve complaints** within an average of **15 minutes**, and implemented process improvements during peak hours, **optimizing workflows by 25%**—skills transferable to IT systems and engg. roles.

Projects

Furniture Gallery Website

Developed a web-based furniture gallery website using HTML and CSS, improving user **engagement** by **25%** through an intuitive user interface design and responsive layout across all devices.

Java Connect 4 Project

Designed and implemented a Connect 4 game in Java, applying **agile methodologies** to iterate based on user feedback, resulting in a **15%** improvement in user satisfaction.

Teensy Microcontroller Projects

Configured hardware and software for **5+ Teensy microcontroller** projects, successfully creating **custom sketches** for LED and pushbutton demonstrations, **reducing development time by 30%**.

Authentication and Access Control System

Developed a secure login system using Jakarta EE, SQL, and Java, incorporating **password hashing** and **user role validation**, which enhanced security and reduced unauthorized access attempts by 30%.

Education

Algonquin College, Ottawa, ON — 2023 - 2025

Computer Engineering Technology - Computing Science | GPA 3.5 | Dean's List
Coursework: Operating Systems, Networking, Data Structures Algorithms, Object-Oriented Programming, Real Time Programming, and Agile Development, Database Management Systems, Processor Architecture.

Learnings

IT service desk: Service Management (LinkedIn Learning), **Security Fundamentals** (LinkedIn Learning)

References

Cubon Nguyen — cubonnguyen@hotmail.com