

Harman Singh Sandhu

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EDUCATION

York University | Toronto, ON

Anticipated Graduation Dec 2024

Bachelor of Commerce – *Information Technology & Auditing Assurance – Specialized Honours*

Coursework: Object Oriented Programing, Data Structures, Risk Management, NIST & ISO Frameworks, Algorithms, Databases, System Architecture, Web Design and Development, System Analysis & Design, Project Management, Data Communications & Networks, Economics, Discrete Mathematics.

SKILLS & TECHNICAL TOOLS

Java, HTML, CSS, JavaScript, PHP, Git, MySQL, jQuery, Ajax, Apache, Figma, MATLABs, Salesforce.

WORK EXPERIENCE

Scotiabank

November 2022 – Present

Part Time – *Senior Customer Experience Associate*

- Provided expert-level customer support, consistently exceeding service expectations. Obtain Senior CEA position within two quarters, showcasing my strong commitment to excellence.
- Demonstrated in-depth knowledge of Scotiabank's products and services, effectively educating customers on available options and guiding them through the process of opening accounts and accessing financial solutions.
- Investigated and resolved escalated customer complaints and account discrepancies, including fraud, efficiently and in compliance with Scotiabank's policies and procedures.
- Provided guidance and training to junior Customer Experience Associates, resulting in improved team performance and customer service quality.
- Actively participated in team meetings and process improvement initiatives, contributing to enhanced service efficiency and customer experience.

Brunello Cucinelli

July. 2022 – December 2022

Full Time - *Operations Supervisor*

- Overseen operations for all entities related to stock; includes communication with Italy locations and ITN.
- Enhanced customer experience through the use of Salesforce to process consignment & phone orders.
- Improved inventory structure through daily revision of negative on hands and GAPs.
- Functioned with strategic vision and a hands-on approach, while working with a high level of confidence and ambition.

PROJECTS

Diet Dashboard | HTML/CSS/JavaScript/PHP/SQL

- Implemented a simple food tracker incorporating all elements of HTML, CSS, JavaScript, PHP, Ajax, jQuery, MySQL hosted on Apache XAMPP.
- Gained valuable experience in front-end and back-end development, as well as database management.
- Honed my skills in designing user-friendly interfaces and implementing complex functionality using various programming languages and frameworks.
- The project also provided an opportunity to practice effective project management, from initial planning to final implementation.

LifeSync | Health and Wellness App - Designing User Interfaces

- Led the design and evaluation of user interfaces using Lo-Fi and Hi-Fi Prototypes, facilitating interactive refinements of user experience.
- Conducted comprehensive evaluation, including quantitative and qualitative data analysis, to inform design decisions and improve usability.
- Proficient in gathering user requirements, creating prototypes, and conducting usability experiments to optimize interface design.

SmartNest | Smart Home Automation System – System Analysis and Design

- Developed **RAD** by defining system purpose, scoped functionalities, and proposed enhancements through detailed analysis of functional and non-functional requirements.
- Conducted thorough assessments of current system limitations and proposed solution using use cases and system models.
- Developed **SDD** focusing on subsystem decomposition, hardware-software mapping, data persistence management, access control, security protocols, global control flow, and boundary conditions to ensure robust system architecture and functionality.
- Developed **ODD** that applied Object Constraint Language (**OCL**) to specify and validate requirements, properties, and constraints within the object-oriented model, ensuring adherence to design standards and enhancing system reliability.

More projects on my personal website: <https://harmz22.github.io/>

References Available Upon Request