

Harman Singh Sandhu

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EDUCATION

York University - Toronto, ON

Expected Graduation May 2025

Bachelor of Commerce – Information Technology & Auditing Assurance - Specialized Honors

PROFESSIONAL EXPERIENCE

Scotiabank

November 2022 – Present

Senior Customer Experience Associate – Part Time

Brampton, ON

- Acted as the branch's **primary IT support lead, troubleshooting technical issues** for colleagues including **resolving connectivity issues for workstations and assisting with software installation errors**, ensuring **system uptime**, and providing guidance on software use and best practices.
- Resolved customer inquiries and optimized interactions using **FFT Transactional application** and **Salesforce** as a customer interactions and ticketing platform to track and resolve inquiries, delivering personalized banking solutions and streamlining processes.
- Utilized **Power BI for performance tracking and data analysis**, monitoring branch goals, identifying trends, and recommending strategies for improvement.
- Managed complex **fraud-related cases**, conducting in-depth investigations and analysis to ensure customer safety and branch security.
- Conducted **training sessions** for new hires, fostering continuous learning and professional development.

SKILLS & PROJECTS

PwC US Cyber Security Consulting

April 2025

- Completed a job simulation focused on a **cybersecurity risk assessment** for PwC
- Determined if controls were missing from a process and identified risks associated with those gaps
- Completed a **Test of Design and Operating Effectiveness** documentation
- Created a one-slide summary to present findings

Mastercard Cybersecurity

May 2025

- Completed a job simulation where I served as an analyst on Mastercard's Security Awareness Team
- Helped **identify and report security threats** such as phishing
- Analyzed and identified which areas of the business needed more robust security training and implemented training courses and procedures for those teams

Diet Dashboard:

- Developed a food tracker application utilizing **HTML, CSS, JavaScript, PHP, Ajax, jQuery, and MySQL**, hosted on **Apache XAMPP**, demonstrating full-stack web development skills.
- Gained hands-on experience in **front-end** and **back-end development**, as well as **database management**, ensuring seamless functionality across all layers.
- Designed user-friendly interfaces and implemented complex features, leveraging multiple programming languages and frameworks to enhance the user experience.

Key Technical Skills: Windows (10/11), Microsoft Office Suite (Word, Excel, PowerPoint, Outlook), Salesforce, Power BI, HTML, CSS, JavaScript, Java, PHP, Ajax, jQuery, MySQL, Apache XAMPP

VOLUNTEERING

Sikh Temple- Brampton, ON

September 2023 – Present

- Provide support during services, ensuring a welcoming environment for all attendees.

References Available Upon Request