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|  | HARPREET **KAUR**  Software Developer   |  |  | | --- | --- | | **Address** Calgary, AB, T3J 0B5  **E-mail** harperhundal@gmail.com |  | |  |

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| Software Engineer Intern dedicated to improving skills through hands-on learning and development work. Proficient in mobile and desktop development environments. Adept at using HTML5, JavaScript and other programming languages to produce clean code. Well-organized and collaborative team player with strong communication and analytical abilities.     |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | |  | **Skills**   |  |  | | --- | --- | |  | Database: SQL Server, Mysql, Join tables/basic queries, inner/outer joins, basic understanding of relational databases |  |  |  | | --- | --- | |  | Excellent communication |  |  |  | | --- | --- | |  | Languages : HTML, CSS, Bootstrap5, JavaScript, jQuery Linux, Apache, Mysql, Php |  |  |  | | --- | --- | |  |  | |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | |  | **Work History**   |  |  |  | | --- | --- | --- | |  | **Apr 2022 - Current** | **Front End Developer**  *Busy QA, Toronto, ON*   * Coded using HTML, CSS, Bootstrap and JavaScript to develop features for both mobile and desktop platforms. * Produced websites compatible with multiple browsers. * Designed and updated layouts to meet usability and performance requirements. * Discussed issues with team members to provide resolution and apply best practices. * Developed website for desktop and mobile operating systems. * Updated old code bases to modern development standards, improving functionality. * Improved tools to boost user interaction and deliver design versatility * Used regulatory and compliance standards for user interface designs |  |  |  |  | | --- | --- | --- | |  | **Feb 2020 - Apr 2022** | **Manual Tester**  *Rogers Wireless(Likewise), Toronto, ON*   * Execution of automated scripts according to the defined Test Strategy. Maintain scripts that fail due to system changes. * Log defects using the proper severity and priority criteria, conduct preliminary troubleshooting and escalate any major issues through the proper channels. * Participate and assist actions around defects triage, prioritization, tracking, fixing, and validation * Summarize and report the automation test results to product owners and project teams. * Work with managers and peers to focus on Continuous Improvement activities within their areas of responsibility. * Introduced agile methodologies and development best practices to division to enhance product development. * Followed SDLC best practices within Agile environment to produce rapid iterations for clients. |  |  |  |  | | --- | --- | --- | |  | **Sep 2016 - Nov 2019** | **Technical Support Representative**  *ITech Wireless, Toronto, ON*   * Respond emails from customers and assist with appointment bookings * Validation of apple and other mobile products * Upgrade firmware of different mobile/tablet products * Performing Functional and GUI testing on the application using various combinations (positive & negative testing) * Train new employees and explained protocols clearly and efficiently * Offered troubleshooting of connectivity issues across networks such as Wi-Fi, cellular. * Test and repair all mobile devices and other hardware components * Collaborated with supervisors to escalate and address customer inquiries or technical issues. * Used ticketing systems to manage and process support actions and requests. * Resolved diverse range of technical issues across multiple systems and applications for customers and end-users across various time zones. * Assisted customers in identifying issues and explained solutions to restore service and functionality. * Provided Tier 1 IT support to non-technical internal users through desk side support services. * Responded promptly to incoming sales leads and requests for technical support. | |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | |  | **Education**   |  |  |  | | --- | --- | --- | |  | **Aug 2014 - Apr 2016** | Advanced Diploma: Computer System Technician  *George Brown College - Toronto, ON*  Academic projects   * How to embed an audio (1 MONTH) * Built a website using HTML and CSS accessible on all devices * Built a fully functional website * Coordinated with my team members * Worked as a team lead in managing projects in a timely manner * DOM in JavaScript (2 WEEKS) * Helped in solving problems in big projects * Helped in grasping Java. |  |  |  |  | | --- | --- | --- | |  | **Aug 2009 - Jul 2013** | Bachelor of Technology: Computer Science  *Punjab Technical University - Punjab, India*  ● Learned C, C++, .Net, php  ● Learned relational databases, Oracle and Microsoft SQL Server  ● SQL data manipulation  ● Strong knowledge of software QA methodologies, tools and processes  ● Learned how to use JIRA Software for Test Planning  ● Solid understanding of software testing methodologies  ● Ability to derive test scenarios from user stories and user cases  ● Contribute to sprint planning, sprint review/retrospectives and daily stand-ups meetings | |  | |