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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, Bootstrap, JavaScript, jQuery, Linux, Apache, MySQL, Php |  |  |  | | --- | --- | |  |  | |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | |  | **Work History**   |  |  |  | | --- | --- | --- | |  | **July 2022 - Current** | **Front End Developer-Intern**  *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. * Collaborated with project managers to select ambitious, but realistic coding milestones on pre-release software project development. * Discussed issues with team members to provide resolution and apply best practices. * Developed software for desktop and mobile operating systems. * Introduced agile methodologies and development best practices to division to enhance product development. * Updated old code bases to modern development standards, improving functionality. * Improved tools to boost user interaction and deliver design versatility * Followed SDLC best practices within Agile environment to produce rapid iterations for clients * Use regulatory and compliance standards for user interface designs |  |  |  |  | | --- | --- | --- | |  | **Sep 2020 - May 2022** | **Mobile Technician/Repair Engineer**  *Rogers Wireless, Toronto, ON*   * Escalate Tickets and Incidents if not resolved in timely manner and close tickets after successfully resolving issue * Complete all repairs within predefined time frame * Work with other departments and help perform troubleshooting analysis of services to identify infrastructure issues * Ensure mobile workshop or workbench and surrounding area are always presentable and maintained to high standard * Keep customers proactively informed of any delays or problems by email, phone or Repair-Q update * Provide clear and concise technical information to customers * Collect feedback and referrals from customers * Installed and configured new devices and system components. * Participated in team-building activities to enhance working relationships. * Maintained energy and enthusiasm in fast-paced environment. * Prepared variety of different written communications, reports and documents. * Monitored company inventory to keep stock levels and databases updated. |  |  |  |  | | --- | --- | --- | |  | **Feb 2020 - Sep 2020** | **Customer Relationship Agent**  *Miratel Solutions Inc, Toronto, ON*   * Managing large amounts of inbound and outbound calls in a timely manner * Carried out day-to-day duties accurately and efficiently. * Used critical thinking to break down problems, evaluate solutions and make decisions. * Created plans and communicated deadlines to complete projects on time. * Identified issues, analyzed information and provided solutions to problems. * Keep records of all conversations in our call center database using CRM * Meet personal/team qualitative and quantitative targets * Recognize document, and alert management team of trends in customer calls * Follow up customer calls where necessary * Used Microsoft Word and other software tools to create documents and other communications. |  |  |  |  | | --- | --- | --- | |  | **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 | |  | |