

Harpreet Kaur

Brampton, ON L7A 4R7

hkaur108@hotmail.com

www.linkedin.com/in/harpreet-kaur108 | <https://hkaur108.github.io/portfolio/>

Front-End Developer

Motivated and detail-oriented developer with over three years of experience in creating user-friendly web applications. Proficient in HTML, CSS, React, and JSON with hands-on experience in integrating APIs, responsive design.

Key Skills

- **Front-End Development:** HTML5, CSS3, SASS, React, React Native, JSON, jQuery, JavaScript, Material UI.
- **Frameworks & Libraries:** Bootstrap, Redux.
- **Performance Optimization:** Responsive design, cross-browser compatibility, front-end performance tuning
- **Version Control:** Git and GitHub.
- **Testing & Debugging:** Chrome DevTools, browser debugging tools
- **APIs & Integration:** RESTful APIs, back-end data management.
- **Others:** Attention to detail and focus on user experience. Strong problem-solving. Experience with third party libraries,

Technical Skills

- **Programming Languages:** JavaScript (ES6+), React, jQuery, JSON, Material UI.
- **Design Systems:** Figma, Bootstrap, Tailwind CSS
- **Back-End Familiarity:** Node.js, MongoDB, MySQL
- **UI/UX Principles:** Wireframes, mockups, web accessibility (WCAG standards)

Professional Experience

Alarmforce Industries Inc. – Toronto, ON

Technical Support Associate

March 2022 – May 2024

Answered inbound calls pertaining to technical issues related to the alarm system; troubleshoot issues with video devices and security systems and booked technicians if required.

- Used Live video assistance to remotely assist customers which resulted in increment in customer satisfaction by 8%.

- Contributed to the training material to improve the team's overall growth and learning, which resulted in a 10% increase in team's productivity.

Skanna Security and Investigations – Scarborough, ON

Loss Prevention Officer

June 2018 – February 2022

- Worked as a Loss prevention officer handling front desk responsibilities and monitoring video surveillance.
- Trained team members and guided them for routine tasks and trained them on CCTV usage and emphasised on following the company's SOP, which increased team efficiency by 5%..

Convergys India Ltd. – Gurugram, Haryana

Technical Support Associate

April 2014 – August 2017

- Followed the call flow guide to properly answer calls and resolve issues.
- Connected calls to the correct department in case the client wants to purchase any additional products and services.
- Maintained the proper documentation of the call and retrieved data accordingly.

Professional Development

- **Web Development Bootcamp | Udemy**
Comprehensive course covering React, Bootstrap, CSS, Javascript and RESTful APIs.
- **AlarmForce Certified Technician**
Certification emphasising technical troubleshooting and collaborative problem-solving.

Education

- **Cyber Security and Computer Forensics Post-Graduate Diploma**
Lambton College, Toronto, ON
- **Bachelor of Computer Applications (B.C.A.)**
Guru Gobind Singh Indraprastha University, Delhi, India