Harpreet Kaur

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Software Engineer

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

Key Skills

- **Front-End Development:** HTML5, CSS3,SASS, React,JavaScript, Material UI.
- **Frameworks & Libraries:** Bootstrap, Typescript.
- **Performance Optimization:** Responsive design, cross-browser compatibility.
- **Version Control:** Git and GitHub.
- **Testing & Debugging:** Chrome DevTools, browser debugging tools
- **APIs & Integration:** RESTful APIs, back-end data management.
- **Others**: Strong knowledge of computer science fundamentals, Excellent written and verbal communication skills along with effective organizational, planning and time management skills , with ability to thrive in fast paced environment management and always eager to learn and grow quickly from working with more senior members and also always excited to learn new technologies and also have a growth mindset.

Technical Skills

- **Programming Languages:** JavaScript (ES6+), React, jQuery, JSON, Material UI.
- **Design Systems:**, Bootstrap,SASS.
- **Back-End Familiarity:** Node.js, MongoDB, MySQL.
- **UI/UX Principles:** Wireframes, 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