

Harpreet Kaur

Dedicated, creative and resourceful customer service professional with more than 18 years of experience in customer service and Team Leading.

Winnipeg, MB R3T 6B5

hktaneja2020@gmail.com

+1 431 726 4687

- Worked as "Technical Associate (Bi-Lingual)" in Enbake Consulting Pvt. Ltd. for 9 years.
- Worked as "TL" (Technology Lead), Systems Analyst, Software Engineer and Web developer in Infosys (Chandigarh) for 6 years.
- Worked as "ASE" (Assistant Systems Engineer) in Tata Consultancy Services (Gurgaon) for 3 years.
- Worked as a Lecturer in Computer Science and Engineering for 1.4 years.
- Worked as a "Software Trainee" for 6 months in T.B.R.L. (Defence Research and Development Organization, Chandigarh).

Personal Details

Highest Level of Education: Master's Degree

Total years of experience: 18

Work Experience

Technical Associate (Bi-Lingual)

Enbake Consulting Pvt. Ltd. - New Delhi, Delhi

May 2013 to June 2022

- Receiving and placing customer service telephone calls.
- Maintaining solid customer relationships by handling questions and concerns with speed and professionalism.
- Resolving customer complaints, managing database records, drafting status reports on customer service issues.
- Providing quality service, open to feedback from the customers and addressing customer's concerns/issues as required

Technology Lead

INFOSYS - Gurgaon, Haryana

May 2007 to May 2013

Gurgaon

- Identify client needs and develop customised solutions; this involves
- understanding primary objectives and implementing solutions to established
- budgets.
- Recommend hardware and software acquisitions>Suggest options on software
- availability for development of new application systems.
- Assist operating and systems software required by an information technology
- operation.

Assistant Systems Engineer

TATA CONSULTANCY SERVICES - Gurgaon, Haryana

May 2004 to May 2007

Research & Development Gurgaon

- Enhancement
- Development
- Testing
- Ensuring that the present project adheres to SEI CMM Level 5 standards
- To carry out the code changes, test and implement them.

Lecturer

LALA LAJPAT RAI INSTITUTE OF ENGINEERING & TECHNOLOGY

August 2002 to July 2003

Taught all subjects of Computer Science and Engineering.

Internship

T.B.R.L - Chandigarh, Chandigarh

August 2001 to January 2002

- Research & Development Chandigarh
- Designed the front end and coded the various modules in VB language
- Testing
- To carry out the code changes, test and implement them.

Education

Master's Degree in Computer Science and Engineering

Punjab Technical University - Jalandhar, Punjab

May 2016

Bachelor's Degree in Computer Science & Engg

Punjab Technical University - Jalandhar, Punjab

May 2002

DCS / DEC in Computer Engineering

Government Polytechnic Bathinda - Bathinda, Punjab

May 1998

Skills

- .NET (Less than 1 year)
- ASP (Less than 1 year)
- ASP.NET (Less than 1 year)
- C# (Less than 1 year)
- C++ (Less than 1 year)
- French
- Fluent

- English
- Advanced
- Punjabi
- Advanced
- Hindi
- Advanced Team Player Able to interact as a team member Diagnostic ability Ability to go to the core of the problem. Capacity for work Meeting Deadlines Communication Excellent relationship with clients and colleagues
- French (5 years)

Languages

- French - Fluent

Awards

University Topper

2002