Gurarshdeep Singh

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https://igurarsh.github.io/ - GitHub: igurarsh - www.linkedin.com/in/igurarsh

Programming Languages:	**Web Technologies:**
C/C++	Java	JavaScript	PHP	Python	Micro – Assembly	HTML	CSS	jQuery	Flask	Django	WordPress	React
Databases:	**Operating Systems:**
Oracle	MySQL	MSSQL Server	Firebase	Blynk	MongoDB	Unix	Linux	macOS	Windows	iOS	Android

Summary

Experienced IT Specialist with solid proven experience in Google Workspace, Microsoft 365 Enterprise, Microsoft Azure, Atlassian tools, remote technologies including Active Directory, VNC, RDP, Cisco VPN, and Citrix, Microsoft SSCM, troubleshooting TCP/IP, DNS, DHCP, VOIP, VPNs, and other network technologies. Work background in customer service and IT, with multiple formal reorganizations of outstanding performance.

- Possesses outstanding leadership qualities and consistently heads team projects and supervisory work roles
- Reliable team player capable of adapting to multiple roles amongst agile processes and deadlines
- Highly resourceful in critical scenarios due to an open-minded growth mentality
- Excellent communication skills for back-end deliverables and front facing customer relations

Technical Skills

- Hands on networking technology experience configuring routers, switches, and Cisco Systems
- Hands on experience with managing Android, iOS, Windows, and Mac devices using MDMs (Kandji, Jamf, Google Windows Device Management)
- Strong Python skills and API integrations for automating various tasks
- Strong knowledge in Linux/Unix based operating systems, Virtual Machines and Microsoft Azure
- Comfortable using most of the latest IDE's like XCode, Android Studio, IntelliJ idea, Microsoft Visual Studio and programs like Adobe XD, Final Cut Pro, Adobe Premier

Education & Certificates

Computer Engineering Technology (April 2021), Humber College
- Advanced Diploma and Dean's Honours list all semesters with a GPA of 89.8%

Azure Fundamentals AZ 900 (March 2021), certificate by Microsoft
CS50's Web Programming with Python and JavaScript (March 2021), certificate course by HarvardX(Harvard University)
CS50 (August 2020), certificate course by HarvardX(Harvard University)
JavaScript, jQuery, PHP (February 2020), certificate by Solo Learn

Work History

IT Specialist, Wonolo   2021-Present
- Provides remote support to 400+ employees worldwide (US, Canada, Vietnam, and Philippines)
- Leverages IT by creating various Python scripts and API integrations for automating regular tasks
- Administered IT tools and services such as AWS Workspaces, Cisco Meraki VPNs, Dashlane, Attlassian Products, Crowdstrike Falcon Agent, Zoom, Meraki VPN, and Wonolo's internal tools.
- Executes timely security audits to maintain company's security compliances
- Deployed various IT projects including Endpoint security, establishing Windows device management
- Manges various Onboarding/Offboarding's on services including Google Workspace & Microsoft 365 Admin

Web Developer (Volunteer), Institute of Electrical and Electronics Engineer Humber College   2019 - 2021
- Maintained and updated web content as required including adding survey forms, workshop registration forms
- Integrated with Django Database Manager for ease of managing data
- Tools: Python (Django), JavaScript, HTML/CSS

Customer Care Representative, B2X Care Solutions (Apple Authorized Service Center)   2016 - 2018
- Generated and monitored various service and request tickets
- Performed various software and hardware troubleshooting on macOS and iOS devices
- Provided quality customer service to customers by corresponding with customers regarding technical questions, activation of services and problem solving of technology issues.

Projects

Freelance Web Developer (Primary Focus Django, WordPress, React)

https://igurarsh.github.io/#projects (Some more projects)
- Built an E-Commerce website including major functionalities like auctions, Django PayPal, Django Manager
- Designed a Real Estate website for a realtor using WordPress framework
- Created a website and online booking web app for driving instructor

Homies Android Application Project (Home/Rooms Search Android App)
- Spearheaded a team of 4 to build an Android housing application using Java
- Integrated the application with firebase database for storing all the user data and Facebook API for login authentication
- Utilized Android Studio IDE for both back-end and front-end functionality

Smart Lock Senior Capstone Project (Home Automation System)
- Led a team of on development of smart door lock system with decentralized subsystems
- Created an Android and iOS application for door control on the Blynk cloud database and mobile platform
- Provided alternate functionality with 2 remote subsystems based on Linux (Debian) Virtual Machines working with either a Raspberry Pi 4 or a STM32F103C8T6 Arduino like microcontroller
- Wired Circuits for a 5V servomotor, SSD1306 OLED display and other peripherals

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Leadership and Awards

NEM (National Engineering Month) 2020, Toronto
- Designed a remote toy car kit using STM32 for all the participant high school students from all around Toronto.
- Got honorarium award from School of Applied Technology for the participation and representing Humber College in NEM Challenge 2020.

Humber Leadership Program 2020, Toronto
- I was able to experience Humber Leadership Program for which only around 30 students were selected from all the 3 campuses of Humber College and University of Guelph-Humber
- Was able to gain experience in skills like management, problem solving, team building, project management.

IEEEXtreme Global Hackathon 2020, Toronto
- Team lead in a 24-hour global coding competition and got a $500 cash prize from Humber College in the recognition of participation.

NEM (National Engineering Month) 2019, Toronto
- Won first place representing Humber College in National Engineering Month by competing with major Ontario colleges
- Awarded OACETT membership and $3000 cash prize for my performance and dedication.

IEEE Humber Hackathon 2019, Toronto
- I was leading my team in Humber College IEEE annual hackathon.
- Our team was managed to solve most of the solutions in this 8-hour hackathon and was able to score 4th position out of 11 positions.