Gurarshdeep Singh

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

Programming Languages:
C/C++ | Java | JavaScript | PHP | Python | Micro – Assembly

Web Technologies:
HTML | CSS | jQuery | Flask | Django | WordPress | React

Databases:
Oracle | MySQL | MSSQL Server | Firebase | Blynk | MongoDB

Operating Systems:
Unix | Linux | macOS | Windows | iOS | Android

Summary

Experienced IT Specialist with solid proven experience in Mac Administration, Google Workspace, Google Cloud, 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
- Excellent communication, technical, customer service, and troubleshooting skills
- Strong problem solving and decision-making skills with the ability to develop and implement effective action plans

Technical Skills

- Hands-on networking technology experience configuring routers, switches, and Cisco Systems
- Hands-on experience in administrating Android, iOS, Windows, and Mac devices using MDMs (Kandji, Jamf, Google Windows Device Management)
- Have strong skills in creating Python scripts, RESTful APIs, Shell Scripts, and automating various SaaS tasks
- Strong knowledge in Linux/Unix based operating systems, Virtual Machines, Google Cloud, and Microsoft Azure

Education & Certificates

Computer Engineering Technology (April 2021), Humber College
- Advanced Diploma and Dean's Honours list all semesters with a GPA of 90%

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 the Philippines)
- Leverages IT by creating various Python scripts and API integrations for automating regular tasks, security audits
- Administered IT tools and services such as AWS Workspaces, Google Workspace, Google Cloud, Cisco Meraki VPNs, Dashlane, Atlassian Products, CrowdStrike Falcon, Zoom, Zoom Rooms, and Wonolo's internal tools.
- Executes timely security audits to maintain company's security compliances, enforces system updates silently, ran various security training and tests using KnowBe4
- Managed and deployed various IT projects including CrowdStrike Endpoint security, Google Windows MDM, Two Factor Authentication implementation.
- Wrote various Support documentation, and procedures for employees, and Level 1 Tier support
- Responsible for Mac Administration, includes installation, testing, operation, troubleshooting of both hardware and software

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 the MongoDB with Django Database Manager for ease of managing data
- Created code enhancements to the current web App and added more features like Google Forms API, Pagination
- Tools: Python (Django), JavaScript, HTML/CSS, Bluehost

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 on the development of a 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 an STM32F103C8T6 Arduino like microcontroller
- Wired Circuits for a 5V servomotor, SSD1306 OLED display, and other peripherals

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 the School of Applied Technology for participation and representing Humber College in NEM Challenge 2020.

Humber Leadership Program 2020, Toronto
- I was able to experience the Humber Leadership Program for which only around 30 students were selected from all the 3 campuses of Humber College and the 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.