|  |  |  |  |
| --- | --- | --- | --- |
| **KABIR CHEEMA** | | | |
| Regina, SK | (306) - 513 - 6727 | itskabircheema@gmail.com | |
|  | **PROFILE** | |  |
|  |  |
| I am a highly driven, detail-oriented professional looking to secure a full-time employment opportunity at an analyst-level capacity to further develop my skills and expertise. I would like to utilize my knowledge in software development, Business Analysis, customer service, IT helpdesk support and strong communication skills to contribute to the successful & profitable operations of the organization. | | | |
| — **EDUCATION** — | **EXPERIENCE** | |  |
|  |
| September 2018 – June 2020  **Business Information Systems** Saskatchewan Polytechnic,  Moose Jaw, SK   * Graduated with a GPA of **82.5%** * Worked as a**Systems Analyst** for several Capstone Projects. * **Java** * **Android Development** * **System Analysis** * **SQL** and **Database Admin.** * **.NET** and **HTML Development** * **Data Architecture** * **Project Management** * **Info Privacy Security & Ethics** * **Managerial Accounting** * **Business Statistics** * **Business Communication** * **Organizational Behavior** | February 2020 – June 2020  **Analyst (Capstone Project) / Saskatchewan Polytechnic / Moose Jaw, SK**   * Developed & documented a C# based web platform using ASP.NET and MVC framework to house videogames made by the IT students of Saskatchewan Polytechnic. * Managed project documentation during the various phases of the software development life cycle (SDLC) such as project charter, Scope, Work Breakdown Structures (WBS), UML diagrams, etc. * Actively participated in the scrum meetings and status report meetings such as alpha & beta demos consisting of developers, team leads, sponsors, and clients. * Designed and managed technical documents and other product deliverables like User Manuals, QA reports, and Reflective writings.   May 2019 – August 2019  **Systems Trainee (Helpdesk) / Saskatchewan Government Insurance / Regina, SK**   * Imaging, upgrading, and Installing new Windows 10 supported machines throughout the company’s headquarters and claim centers across the province. * Troubleshooting hardware/software bugs by providing Tier I and Tier II helpdesk support to the employees of the company. * Providing assistance regarding customer complaints, Active Directory, password resets, ‘how to’ instructions and guidance regarding all business applications.   December 2020 – Present  **Server and Bartender / Roots Kitchen & Bar / Regina, SK**  September 2018 – March 2019  **Customer Sales Representative / GNC / Moose Jaw, SK** | | |
| — **CERTIFICATIONS** — | **TECHNICAL SKILLS** | |  |
|  |
| **ITIL®4 – Foundation**   * **Implementing appropriate ITIL® certified Service Management practices** while delivery & supporting end users. * **Upholding the organization’s core values** during the everyday decision-making processes. * **Applying various ITIL® guiding principles in an iterative manner with feedback loops** while developing & testing various computer-based applications. | * Complete understanding of Software Development Methodologies and SDLC models. * Knowledge of design principles, best practices, and coding conventions for writing well-designed, and professional Java code. * Designed and produced .NET applications using MVC architectural pattern and *CRUD* operations. * Writing and maintaining dynamic Web pages in HTML5 and JavaScript (jQuery, CSS3). * Intermediate level of expertise in Data modeling, database design, and normalization, Query reports using Microsoft SQL Management Studio, PostgreSQL. * Can create presentable and interactive reports using Microsoft SQL Server Reporting Services (SSRS) for clients and internal use. * Complete Knowledge of best practices in an Information Technology Service Management (ITSM) environment for supporting a growing technology area through my ITIL® certification. * Proficient in providing helpdesk support via email, telephone & remote access tools. * Ability to explain technical concepts and theories to non-technical audiences and help the clients troubleshoot the issues by running diagnostics. * Familiar with concepts of group dynamics, technical writing and CIPS codes of ethics. * Fixing, upgrading, and imaging computer hardware for reutilization. * Can efficiently use MS Office Suite (Excel, Word Processing, Presentation & SharePoint). | | |
|  | | | |
| **REFERENCES**  * **Divya Sharma** * **Manager** * **GNC** * **306-681-4545** * **Daria Purdue** * **Manager** * **Roots Kitchen & Bar** * **306-551-7449** * **Safdar Muhammed** * **IT Analyst** * **SGI** * **306-531-3745** | | | |