Baldeep Kang
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Professional Summary

- Knowledgeable in Software Development Life Cycle and Agile
- Technical Experience in MS Dynamics CRM, MS Dynamics AX, SCOM, SCCM, Active Directory, Cisco IOS, Azure DevOps, SharePoint, MS SQL Server, MS Office
- Networking concepts: TCP/IP, IPV4, IPV6, VLSM, OSI Model, NAT, VLANS, DHCP, VPN, LAN/WAN.
- Programming languages: Python, SQL, Java, C#, SQL, HTML5, CSS, JavaScript, node.js, jQuery PowerShell.
- Great collaboration skills and accountability while working in teams with diverse members.
- Experienced with Operating Systems Windows 7,8, and 10, macOS, Linux.
- Excellent written and verbal communication skills.
- Fluent in English and Punjabi.

Education & Awards

University of Washington Tacoma   *September 2014 – June 2018*

- *Bachelor of Science in Information Technology*
- *Dean's List (Spring 2015, Autumn 2016 - Spring 2018)*
- *3.60 Major GPA*

University of Washington Coding Bootcamp   *June 2020 – present*

Projects

Object Oriented Programming in IOS   *January 2018 – March 2018*
City of Tacoma Police Department

- Created an Apple IOS application for the City of Tacoma Police Department to aid officers in securing mobile devices found at crime scenes. Tools used: XCode and Swift Programming Language.
  Application will be used by the department in the future to support compatibility with Apple devices.

Password Generator   *June 2020*

- Developed web application that generates a random password based on user's criteria. Designed using HTML, CSS, JavaScript

Web Programming   *July 2020 – August 2020*
Trilogy Travel App

- Worked in a group of four to create a Travel application page that provides travel information, weather forecast, and local restaurants for desired destination. Designed using HTML, CSS, JavaScript, jQuery, and third-party APIs.

Object-Oriented Programming in C#   *July 2020*
Day Planner App

- Made an application to help users list tasks and plan for their day. Designed using HTML, CSS, JavaScript, jQuery

Work Experience

System Engineer– State of Washington Paid Family Medical Leave   *May 2019 – present*

- Responsible for provisioning, configuration, operation, monitoring, and maintenance of PFML systems software and infrastructure such as CRM, AX, SQL, EBMS, Tidal, and 200+ servers ensuring stability and high availability of the systems
- Responsible for diagnosing root causes and verifying issues by reading debug logs and comparing within technical definitions of system design
- Develop ticketing system using Dynamics CRM for users within program to manage requests and record customer interactions as well as providing concise incident tracking
- Develop and define monitors using SCOM to monitor system state and availability. Development involves configuring and administering SQL databases on Windows Server 2016, customize performance counters and rules in SCOM, and customize dashboard for simple interpretation.
- Responsible for producing SQL scripts and queries for data analysis with the objective of discovering meaningful information for troubleshooting, making conclusions, and supporting decision making.
- Responsible for data seeding in SQL databases for training and testing purposes for upcoming releases in PFML application
- Responsible for automating processes using PowerShell, JavaScript, and workflows

Computer Support Intern – City of Maple Valley   *February 2019 – May 2019*
- Served as the first contact for users experiencing computer problems.
- Provided helpdesk support to end users for desktops and applications.
- Responded to help desk tickets to resolve problems and document solutions.
- Diagnosed and resolved application, OS and system hardware conflicts and LAN connectivity problems.
- Provided network and server support and maintained operation network servers and associated hardware and software.
- Configured new computer/server hardware and performed installation

Student Assistant – Institute of Technology   *October 2014 – December 2017*
- Managed front desk and served as first point of contact for students and other visitors.
- Accepted phone calls for appointments, questions, and issues for department.
- Maintained computer equipment for department's labs.
- Troubleshoot computer equipment when needed.